



Welcome to **NAVAL HOSPITAL** Jacksonville

Our hospital and branch health clinics

Albany | Jacksonville | Key West | Kings Bay | Mayport



2016
PATIENT GUIDE

Medical Home Port

*Partnering with
you on all your
health care
needs—urgent,
preventive
and routine*

Email your team at
www.RelayHealth.com



**Transforming primary care—with you in
the center of a team of caregivers**

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- 25 **Allergy Clinic (Hospital):** (904) 542-7791
(Internal Medicine)
- 16 **Ambulance:** 911 (see Emergency Care):
- 42 **American Red Cross:**
Hospital: (904) 542-7525
NBHC Mayport: (904) 270-4365
- 23 **Anesthesiology (Hospital):** (904) 542-7632
- 44 **Appointment Lines** (see Access To Care):
Hospital: (904) 542-4677 or (800) 529-4677
NBHC Albany: (229) 639-7886
NBHC Jacksonville: (904) 546-7094
NBHC Key West: (305) 293-4834
NBHC Kings Bay: (912) 573-6450
NBHC Mayport: (904) 270-3248
- 25 **Audiology (Hospital):** (904) 542-7465
(Ear, Nose & Throat)
- 11 **Aviation Medicine:**
NBHC Jacksonville:
Appointment Line: (904) 546-7130
Front Desk: (904) 546-7097
NBHC Key West: (305) 293-4851
NBHC Mayport: (904) 270-4343
- 19 **Baby Friendly Certified**
- 46 **Base Access (Branch Health Clinics)**
- 46 **Base Access (Hospital)**
- 19 **Birth Certificates & DEERS Update**
- 25 **Breast Health Center (Hospital):**
(904) 542-7857 / Cell: (904) 508-9830

Nurse Advice Line (24/7):
800-TRICARE (800-874-2273)

Appointments:

Hospital: (904) 542-4677
NBHC Albany: (229) 639-7886
NBHC Jacksonville: (904) 546-7094
NBHC Key West: (305) 293-4834
NBHC Kings Bay: (912) 573-6450
NBHC Mayport: (904) 270-3248

- 37 **Burial At Sea** (NBHC Mayport): (904) 270-4285
- 26 **Cardiology (Hospital):** (904) 542-7060/7608
(Internal Medicine)
- 46 **Care Eligibility:** (904) 542-7584
- 39 **Case Management:**
Hospital:
Lead Case Manager: (904) 542-9334
Catastrophic Active Duty and ER: (904) 542-7675
Exceptional Family Member: (904) 542-7348
Family Medicine: (904) 542-7947/9947
High-Risk Complicated: (904) 542-9711
Internal Medicine: (904) 542-7539/7310
Mental Health: (904) 546-6304
Pediatrics: (904) 542-7432/9567
Social Services/Discharge: (904) 542-7354
Wounded Warrior – Safe Harbor: (904) 542-9581
NBHC Albany: (229) 639-8663
NBHC Jacksonville: (904) 546-7069
NBHC Key West: (305) 293-4854/4838
NBHC Kings Bay: (912) 573-4209/4210
NBHC Mayport: (904) 270-4293/4294/4341
- 39 **Chaplain (Hospital):** (904) 542-7531
- 11 **Chiropractic (Hospital):** (904) 542-7375
(active duty only)

**Help us improve your
care experience!**

Patient Relations: (904) 542-9175

usn.jacksonville.navhospjaxfl.list.customer-service-staff@mail.mil

At our BHCs, ask for Customer Relations.



19 Classes & Education

23 Collections (Hospital): (904) 542-7684/9776
(see Discharge)

41 CO's Care Line (see Patient Relations): (904) 542-2273

46 Counsel's Office – JAG (Hospital): (904) 542-7816

23 CSSR/Central Supply (Hospital): (904) 542-7333

39 Decedent Affairs (Hospital): (904) 542-7584

46 DEERS: (800) 538-9552

11 Dental:

Hospital: (904) 542-7540

NBHC Albany: (229) 639-7871

NBHC Jacksonville: (904) 546-7100/7101/7102

NBHC Key West: (305) 293-4818/4819

NBHC Kings Bay: (912) 573-4212

NBHC Mayport: (904) 270-4460

11 Deployment Health Center (NBHC Jacksonville):
(904) 546-7099/7110

26 Dermatology (Hospital): (904) 542-7912

26 Diabetes Nurse Educator: (904) 542-7639

11 Disability Counselor (Hospital): (904) 542-7569

23 Discharge

26 Ear, Nose & Throat (Hospital): (904) 542-7465

16 Emergency Care:

Hospital ER: (904) 542-7341

23 Endoscopy (Hospital): (904) 542-7806

39 Exceptional Family Member Program (EFMP):
Hospital: (904) 542-7348

NBHC Albany: (229) 639-7886

NBHC Jacksonville: (904) 542-7348

NBHC Key West: (305) 293-4842

NBHC Kings Bay: (912) 573-2618

NBHC Mayport: (904) 270-4204/4386

16 Expecting & New Parents

29 Family Medicine – Medical Home Port Teams:
Hospital - Green, Red, White and Yellow
Teams: (904) 542-4677

NBHC Albany - Olive Team: (229) 639-7884/7886

NBHC Jacksonville - Silver Team: (904) 546-7107

NBHC Key West - Gold Team: (305) 293-4834/4850

NBHC Kings Bay - Black & Maroon Teams:
(912) 573-8801

NBHC Mayport – Gray Team: (904) 270-4270; and
Orange Team: (904) 270-4220

11 Fleet Medical Liaison (Hospital): (904) 542-9256

47 Fraud, Waste & Resource Abuse Hotline:
(904) 542-7727

29 Gastroenterology (Hospital): (904) 542-9473/7806
(Internal Medicine)



24 General Surgery (Hospital): (904) 542-7600

53 Get Connected: (904) 542-7820

40 Health Care Resolutions: (904) 542-7009

Cell: (904) 508-5290

30 Health Promotions/Wellness Center:

Hospital (Building 867, next to NAS Jacksonville

Fitness Center): (904) 542-5292/5293

NBHC Albany: (229) 639-7964/9535

NBHC Jacksonville: (904) 546-7062

NBHC Key West: (305) 293-2570

NBHC Kings Bay (at NSB King Bay Fitness Center):

(912) 573-4237

NBHC Mayport: (904) 270-5251

56 Hospital Map

40 Hospital United Grief Support “HUGS” (Hospital):

(904) 382-4261

30 Immunizations:

Hospital: (904) 542-7810 ext. 2

NBHC Albany: (229) 639-7815/7886

NBHC Jacksonville: (904) 546-7050

NBHC Key West: (305) 293-3929

NBHC Kings Bay: (912) 573-8250

NBHC Mayport: (904) 270-4305

47 Information & Release of Information

20 Inpatient Care & Surgery

23 Intensive Care Unit (Hospital): (904) 542-7640

30 Internal Medicine (Hospital) – Medical Home Port

Team: Blue Team: (904) 542-7276

40 Interpreters/Language Line: (904) 542-7300

(ask for OOD)

47 JAG – Counsel’s Office (Hospital): (904) 542-7816

23 Labor & Delivery (Hospital): (904) 542-7705/7704

15 Laboratory:

Hospital: (904) 542-7380

NBHC Albany: (229) 639-7838/7886

NBHC Jacksonville: (904) 546-7131/7104

NBHC Key West: (305) 293-3946/2570

NBHC Kings Bay: (912) 573-4265

NBHC Mayport: (904) 270-4302

19 Lactation Nurse (see Baby Friendly Certified):

Hospital: (904) 542-9671/ Cell: (904) 250-6374

NBHC Mayport: (904) 270-4289

47 Late Policy

24 Maternal Infant Unit (Hospital): (904) 542-7709/7708

12 Medical Boards (Hospital): (904) 542-7568/7591

40 Medical Home Port:

Hospital:

Family Medicine – Green, Red, White and Yellow

Teams: (904) 542-4677

Internal Medicine – Blue Team: (904) 542-7276

Pediatrics – Purple Team: (904) 542-7302

NBHC Albany – Olive Team: (229) 639-7884/7886

NBHC Jacksonville – Silver Team: (904) 546-7107

NBHC Key West – Gold Team: (305) 293-4834/4850

NBHC Kings Bay – Black and Maroon Teams:

(912) 573-8801

NBHC Mayport:

Family Medicine – Gray Team: (904) 270-4270;

and Orange Team: (904) 270-4220

Pediatrics – Pink Team: (904) 270-4210





47 Medical Records:

Hospital: (904) 542-7581/Fax (904) 542-7281
 NBHC Albany: (229) 639-7827/7886
 NBHC Jacksonville: (904) 546-7108/7109
 NBHC Key West: (305) 293-4833/3958
 NBHC Kings Bay: (912) 573-4242
 NBHC Mayport: (904) 270-4242

47 Medicare: (800) 772-1213

12 Mental Health:

Hospital (Building 2034): (904) 546-6351/6352
 NBHC Jacksonville (Deployment Health Center):
 (904) 546-7099/7110
 NBHC Kings Bay: (912) 573-4524
 NBHC Mayport: (904) 270-4280

49 Minors

24 Multi-Service Unit (Hospital): (904) 542-7180

31 Neurology (Hospital): (904) 542-7373

11 New to Area

19 Newborn Clinic (Hospital): (904) 542-9716

31 Nuclear Medicine (Hospital): (904) 542-7940/7044

44 Nurse Advice Line (see Access To Care):
 800-TRICARE (800-874-2273)

31 Nutrition (Hospital): (904) 542-9786

32 Obstetrics & Gynecology (OB/GYN):

Hospital: (904) 542-7419
 NBHC Key West: (305) 293-4834/4850
 (Family Medicine)
 NBHC Mayport: (904) 270-4270

32 Occupational Health:

Hospital: (904) 542-7297
 NBHC Albany: (229) 639-5557
 NBHC Jacksonville: (904) 546-7113
 NBHC Key West: (305) 293-3904
 NBHC Kings Bay: (912) 573-3638
 NBHC Mayport: (904) 270-4347/4345/4346

36 Occupational Therapy:

Hospital: (904) 542-7375

32 Ophthalmology (Hospital):

(904) 542-7680/7681/Fax (904) 542-7687

12 Optometry:

NBHC Jacksonville: (904) 546-7129
 NBHC Key West: (305) 293-4849
 NBHC Kings Bay: (912) 573-4227
 NBHC Mayport: (904) 270-4328

35 Orthopedics (Hospital): (904) 542-7365

49 Other Health Insurance

25 Outpatient Clinics



Naval Hospital Jacksonville
Public Affairs Team

Public Affairs Officer: Jeanne Casey
Senior Writer: Yan Kennon
Assistant: Keats Reynolds
Photographer: Jacob Sippel
(904) 542-7820

Contact hospital quarterdeck at
(904) 542-7300 for information.

41 Patient Administration (Hospital):

(904) 542-7568/9073

42 Patient Advisory Council (Hospital): (904) 542-9175

41 Patient Relations:

Hospital: (904) 542-9175/9413,

e-mail: usn.jacksonville.navhospjaxfl.list.customer-
service-staff@mail.mil

NBHC Albany: (229) 639-9535

NBHC Jacksonville: (904) 546-7069

NBHC Key West: (305) 293-3929

NBHC Kings Bay: (912) 573-4458

NBHC Mayport: (904) 270-4282

49 Patient Safety

35 Pediatrics – Medical Home Port Teams:

Hospital – Purple Team: (904) 542-7302

NBHC Mayport – Pink Team: (904) 270-4210

42 Pet Visitation Program “Canine Corps” (Hospital):

(904) 542-7635

12 PHA/Pre- and Post-Deployment Health:

NBHC Albany: (229) 639-7884/7886

NBHC Jacksonville:

PHA (904) 546-7047/7055/7168

Pre- and Post-Deployment: (904) 546-7099/7110

NBHC Key West: (305) 293-4844/4834

NBHC Kings Bay: (912) 573-4251

NBHC Mayport: (904) 270-4401

14 Pharmacy:

Refills: (800) NAV-PHAR (628-7427) or
www.TRICAREonline.com

Hospital:

Outpatient Pharmacy: (904) 542-7405

Satellite Pharmacy (Building 950 – NAS Jacksonville

Exchange parking lot): (904) 542-2537

NBHC Albany: (229) 639-7809/7841

NBHC Jacksonville (active duty only): (904) 546-7186

NBHC Key West: (305) 293-3915

NBHC Kings Bay: (912) 573-4234/4264

NBHC Mayport: (904) 270-4205

36 Physical Therapy:

Hospital: (904) 542-7375

NBHC Kings Bay: (912) 573-4460

NBHC Mayport: (904) 270-4265

36 Podiatry:

Hospital: (904) 542-7365 (Orthopedics)

NBHC Mayport: (904) 270-4238

(Primary Care/Family Medicine)

44 Policies & Information

12 POMI (Hospital): (904) 542-9140/9142

42 Preventive Medicine/Environmental Health:

Hospital: (904) 542-8397

NBHC Albany: (229) 639-7815/9839

NBHC Jacksonville: (904) 546-7025/7024

NBHC Key West: (305) 293-3899/4853

NBHC Kings Bay: (912) 573-4253

NBHC Mayport: (904) 270-4346





13 Primary Care Clinics – Medical Home Port Teams:

(also see Family Medicine)

Hospital – Green, Red, White and Yellow Team:

(904) 542-4677

NBHC Albany – Olive Team: (229) 639-7884/7886

NBHC Jacksonville – Silver Team: (904) 546-7107

NBHC Key West – Gold Team: (305) 293-4834/4850

NBHC Kings Bay – Black and Maroon Teams:

(912) 573-8801

NBHC Mayport – Gray Team: (904) 270-4270;

and Orange Team: (904) 270-4220

37 Programs & Classes

36 Pulmonology:

Hospital: (904) 542-7481/7276 (Internal Medicine)

15 Radiology:

Hospital: (904) 542-7363/7729

Breast Care Coordinator: (904) 542-7857

MRI/Fluoroscopy: (904) 542-9693

CT: (904) 542-7604

Leading Chief Petty Officer: (904) 542-7803

Mammogram and Breast Ultrasound scheduling:

(904) 542-9360

Nuclear Medicine: (904) 542-7940

Ultrasound scheduling: (904) 542-9474

NBHC Albany: (229) 639-7814/7863

NBHC Jacksonville: (904) 546-7112

NBHC Key West: (305) 293-3908/3909

NBHC Kings Bay: (912) 573-3812

NBHC Mayport: (904) 270-4223

24 Rapid Response Team (Hospital): (904) 542-7878

13 REACH: (904) 542-6665

42 RelayHealth:

www.RelayHealth.com or (866) 735-2963

42 Ribbons & Roses (Hospital): (904) 542-7857

25 Same Day Surgery (Hospital): (904) 542-7747

50 Security (Hospital): (904) 542-7545

13 Sick Call:

NBHC Albany: (229) 639-7886

NBHC Jacksonville: (904) 546-7094

NBHC Key West: (305) 293-4834

NBHC Kings Bay: (912) 573-8801

NBHC Mayport: (904) 270-4220

36 Sleep Disorders Clinic (Hospital): (904) 542-9071

50 Smoking & Tobacco:

(see Health Promotions/Wellness Center)

36 Sports Medicine (NBHC Mayport): (904) 270-4265

37 Substance Abuse Rehabilitation Program (SARP):



- Hospital (Building 2034): (904) 546-6302
 NBHC Albany: (229) 639-7941/5252
 NBHC Key West: (305) 293-3857/4855/4860
 NBHC Kings Bay: (912) 573-4524
 NBHC Mayport: (904) 270-4350
- 13 Suitability Screening:**
 NBHC Albany: (229) 639-7884/7886
 NBHC Jacksonville: (904) 546-7004/7053/7060
 NBHC Key West: (305) 293-4842
 NBHC Kings Bay: (912) 573-6021
 NBHC Mayport: (904) 270-4401
- 24 Surgery (Hospital):**
 General Surgery: (904) 542-7600
 Same Day Surgery: (904) 542-7747
- 50 TRICARE Active Duty Family Member Dental Plan:** (855) 638-8371
- 50 TRICARE Claims Assistance:** (800) 403-3950
- 50 TRICARE Express Scripts (pharmacy):** (877) 363-1303
- 50 TRICARE Extra/Standard:** (800) 444-5445
- 50 TRICARE For Life:** (866) 773-0404
- 50 TRICARE Health Benefits Advisors (HBAs):**
 Hospital: (904) 542-9165
 NBHC Albany: (229) 639-5544
 NBHC Key West: (305) 293-4543/4869
 NBHC Kings Bay: (912) 573-4228
 NBHC Mayport: (904) 270-4255
- 51 TRICARE Online:** www.tricareonline.com
- 14 TRICARE Pharmacy Home Delivery:**
 (877) 363-1303
- 15 TRICARE Pharmacy Retail Network:**
 (877) 363-1303
- 51 TRICARE Prime:** (800) 444-5445
- 51 TRICARE Referral Desk:** (904) 542-4677 (option 6)
- 51 TRICARE Retiree Dental Plan:** (888) 838-8737
- 51 TRICARE Value Options (Mental Health):**
 (800) 700-8646
- 50 TRICARE website:** www.tricare.mil
- 51 TRICARE Young Adult:** (800) 444-5445
- 13 Undersea Medicine (NSSC Kings Bay):**
 (912) 573-2939
- 16 Urgent Care:**
 Hospital ER: (904) 542-7341
- 37 Urology (Hospital):** (904) 542-7488
- 51 Veterans Affairs:** (877) 222-8387
- 46 Visitors** (see Base Access)
- 42 Volunteers**
- 30 Wellness Center/Health Promotions:**
 Hospital (Building 867, next to NAS Jacksonville Fitness Center): (904) 542-5292/5293
 NBHC Albany: (229) 639-7964/9535
 NBHC Jacksonville: (904) 546-7062
 NBHC Key West: (305) 293-2570
 NBHC Kings Bay (at Fitness Center):
 (912) 573-4237
 NBHC Mayport: (904) 270-5251
- 25 What To Bring & What Not To Bring**
- 13 Wounded Warrior – Safe Harbor (Hospital):**
 (904) 542-9581



NURSE ADVICE LINE (24/7): 800-TRICARE (800-874-2273)

Naval Hospital (NH) Jacksonville is comprised of the Navy's third largest hospital and five branch health clinics. We offer over 30 clinical specialty services to active duty, families, and retirees from all services—serving about 85,000 enrolled patients (those with a Primary Care Manager here) and 163,000 TRICARE beneficiaries.



Hospital - aboard NAS Jacksonville, Building 2080, 2080 Child St., Jacksonville, Fla. 32214

- **Appointments:** (904) 542-4677 or (800) 529-4677, Monday - Friday, 7 a.m. - 4 p.m.*
- **Medical Home Port Clinic Hours:** Monday - Thursday, 7:30 a.m. - 7 p.m.; Friday, 7:30 a.m. - 4:30 p.m.
- **Patient Relations:** (904) 542-9175/9413
- Hospital Quarterdeck: (904) 542 7300
- NAS Jacksonville Quarterdeck: (904) 542-2338



Medical Home Port - Family Medicine Green, Red, White, and Yellow Teams; Internal Medicine Blue Team; Pediatrics Purple Team



Naval Branch Health Clinic (NBHC) Albany - aboard MCLB Albany, Building 7000, 814 Radford Blvd., Albany, Ga. 31704

- **Appointments:** (229) 639-7886, Monday - Friday, 7:30 a.m. - 4 p.m.*
- **Medical Home Port Clinic Hours:** Monday - Friday, 7:30 a.m. - 4 p.m.
- **Customer Relations:** (229) 639-9535 or call Appointment Line and ask for Customer Relations
- NBHC Information: (229) 639-7886
- MCLB Albany Quarterdeck: (229) 639-5000 / (229) 639-5206



Medical Home Port - Olive Team



Naval Branch Health Clinic (NBHC) Jacksonville (active duty only) - aboard NAS Jacksonville Building 964 (corner of Enterprise Ave., Ajax St. and Birmingham Ave.), Jacksonville, Fla. 32214

- **Appointments:** (904) 546-7094, Monday - Friday, 6:30 a.m. - 4 p.m.*
- **Medical Home Port Clinic Hours:** Monday - Friday, 7 a.m. - 4 p.m.
- **Customer Relations:** (904) 546-7069 or call Appointment Line and ask for Customer Relations
- NBHC Information: (904) 546-7096
- NAS Jacksonville Quarterdeck: (904) 542-2338



Medical Home Port - Silver Team





Naval Branch Health Clinic (NBHC) Key West - NAS Key West, Building L-48,
1300 Douglas Cir., Key West, Fla. 33040

- **Appointments:** (305) 293-4834, Monday - Friday, 7:30 a.m. - 5 p.m.*
- **Medical Home Port Clinic Hours:** Monday - Friday, 7:30 a.m. - 5 p.m.
- **Customer Relations:** (305) 293-3929 or call Appointment Line and ask for Customer Relations
- NBHC Information: (305) 293-4600
- NAS Key West Quarterdeck: (305) 293-2268



Medical Home Port - Gold Team



Naval Branch Health Clinic (NBHC) Kings Bay - aboard NSB Kings Bay, Building 1028,
881 USS James Madison Rd. Kings Bay, Ga. 31547

- **Appointments:** (912) 573-6450, Monday - Friday, 7 a.m. - 4 p.m.*
- **Medical Home Port Clinic Hours:** Monday - Thursday, 7 a.m. - 6 p.m.; Friday, 7 a.m. - 5 p.m.;
last Friday of the month, 7 a.m. - 11:30 a.m.
- **Customer Relations:** (912) 573-4458 or call Appointment Line and ask for Customer Relations
- NBHC information: (912) 573-4215
- NSB Kings Bay Quarterdeck: (912) 573-2020



Medical Home Port - Black and Maroon Teams



Naval Branch Health Clinic (NBHC) Mayport - aboard NS Mayport, Building 2104,
2104 Massey Ave., Jacksonville, Fla. 32228

- **Appointments:** (904) 270-3248, Monday - Friday, 7 a.m. - 4 p.m.*
- **Medical Home Port Clinic Hours:** Monday - Thursday, 7 a.m. - 6 p.m.; Friday, 7 a.m. - 4:30 p.m.;
Saturday, 8 a.m. - noon
- **Customer Relations:** (904) 270-4282 or call Appointment Line and ask for Customer Relations
- NBHC information: (904) 270-4303
- NS Mayport Quarterdeck: (904) 270-5401



Medical Home Port - Family Medicine Gray and Orange Teams; Pediatrics Pink Team

* On federal holidays, appointment lines are closed. The Nurse Advice Line is available 24/7/365.

CALL 911 FOR EMERGENCIES

"Welcome to Naval Hospital Jacksonville, where our priority is to heal our nation's heroes and their families. We take pride in meeting all of your health care needs — urgent, preventive and routine. It is an honor and privilege to include you in Naval Hospital Jacksonville's family. We look forward to Exceeding Your Expectations Everyday."

Capt. John Le Favour, Ph.D., FACHE
Commanding Officer
Naval Hospital Jacksonville



S  PR

Step up to stop
Hurts one. Affects All.

Sexual Assault knows no gender

SEXUAL ASSAULT

Prevention is everyone's duty

No longer silent

It's time to talk about it

No blurred lines when it comes to consent

Hurts one. Affects All.

**PREVENTION
AND RESPONSE**

Together we heal

No means No

Sexual Assault knows no gender



Anonymous...
SAFE Helpline: 877.995.5247
safehelpline.org

Restricted reporting...
confidential disclosure & no investigation

Unrestricted reporting...
official disclosure & investigation

ACTIVE DUTY & RESERVISTS

These services are unique to service members only—please see the rest of our Patient Guide for services available to all beneficiaries (active duty, families and retirees).

Aviation Medicine

Supports aviation health and safety, including special duty physical exams, general medicine and aviation mishap investigations.

NBHC Jacksonville:

Appointment Line: (904) 546-7130

Front Desk: (904) 546-7097

NBHC Key West: (305) 293-4851

NBHC Mayport: (904) 270-4343

Case Management (see pg. 39)

Chiropractic

Offers non-invasive treatment (primarily chiropractic manipulation) of neuro-musculoskeletal conditions.

Hospital Central Tower, 1st Floor (Physical Therapy & Occupational Therapy), (904) 542-7375

Dental

Provides general dentistry and oral surgery.

Hospital (Central Tower, 2nd Floor): (904) 542-7540

NBHC Albany: (229) 639-7871

NBHC Jacksonville: (904) 546-7100/7101/7102

NBHC Key West: (305) 293-4818/4819

NBHC Kings Bay: (912) 573-4212

NBHC Mayport: (904) 270-4460

Deployment Health Center (DHC)

Provides pre- and post-deployment services for all branches of active duty, active reserve and National Guard, and families across Florida and Georgia. DHC also offers operational stress classes; individual, couples and group treatment; and operational command briefs and intervention. Serves hospital and branch health clinics.

NBHC Jacksonville: (904) 546-7099/7110

Disability Counselor (see Medical Boards pg. 12)

Facilitates the Disability Transition Assistance Program class and helps active duty and reservists in the Physical Evaluation Board process. Serves hospital and branch health clinics.

Hospital Central Tower, 2nd Floor, Room 2026, (904) 542-7569

Fleet Medical Liaison

Facilitates communications between operational commands and military treatment facilities. Assists with scheduling appointments and other personnel issues affecting operational commands.

Hospital Central Tower, 2nd Floor, Room 2013A, (904) 542-9256

ARE YOU NEW TO THE AREA?

- Call DEERS at (800) 538-9552 to update your address.
- Change your Primary Care Manager (PCM) by calling (800) 444-5445 or <https://www.dmdc.osd.mil/appj/bwe>
- Go to Medical Records to register, update address/telephone, turn in records and submit health insurance information. Please keep us updated with any changes.
- If you are moving with school-age children, see the Florida Department of Health or Georgia Department of Education websites.

We have PCMs available at our hospital and branch health clinics. Our expert clinicians have the same education as their private-sector colleagues—and also have experience on battlefields, at sea and on humanitarian and disaster-relief missions.



Medical Boards

Assists with permanent or temporary disabilities being processed by Physical Evaluation or Limited Duty Medical Boards. Provides education and counseling on disability issues and benefits. Serves hospital and branch health clinics.

Hospital Central Tower, 2nd Floor, Room 2026, (904) 542-7568/7591

Mental Health

Mental Health Department consists of psychiatric and psychological services and provides evaluation, diagnosis, and treatment to patients requiring psychological services on an outpatient basis. Services include: general mental health evaluations, including military fitness for duty and suitability; individual and group therapy; neuropsychological evaluations; an Intensive Outpatient Program; treatment for depression and anxiety as well as post-deployment services.

Hospital (Building 2034): (904) 546-6351/6352; Neuropsychological Services: (904) 542-9132

NBHC Jacksonville (Deployment Health Center): (904) 546-7099/7110

NBHC Kings Bay: (912) 573-4524

NBHC Mayport: (904) 270-4280

Patients at other branch health clinics may be referred for care.

Optometry

Sees active duty by appointment for eye conditions, eye glasses and eyewear. Walk-in eyewear repair is also available.

NBHC Jacksonville: (904) 546-7129

NBHC Key West: (305) 293-4849

NBHC Kings Bay: (912) 573-4227

NBHC Mayport: (904) 270-4328

PHA/Pre- and Post-Deployment Health

NBHC Albany: (229) 639-7884/7886

NBHC Jacksonville (also see Deployment Health Center, pg. 11): PHA Appointments: (904) 546-7047/7002;

Pre/Post Deployment: (904) 546-7099/7110

NBHC Key West: (305) 293-4844/4834

NBHC Kings Bay: (912) 573-4251

NBHC Mayport: (904) 270-4401

POMI (Plans, Operations and Medical Intelligence)

Ensures the deployment readiness of assigned hospital and branch health clinic active duty personnel. Also provides administrative and logistical support to active duty deployments in support of global contingencies and national emergencies

Hospital Central Tower, 2nd Floor, Room 2025, (904) 542-9140/9142



Primary Care Clinics (also see Family Medicine, pg. 29)



Hospital – Green, Red, White and Yellow Teams: (904) 542-4677
NBHC Albany – Olive Team: (229) 639-7884/7886
NBHC Jacksonville – Silver Team: (904) 546-7107
NBHC Key West – Gold Team: (305) 293-4834/4850
NBHC Kings Bay – Black and Maroon Teams: (912) 573-8801
NBHC Mayport – Gray Team: (904) 270-4270; and Orange Team: (904) 270-4220

Reintegrate, Educate and Advance Combatants in Healthcare (REACH)

REACH is a Navy Medicine initiative to recruit and employ Wounded Warriors in medical positions in the federal government.

Hospital: (757) 342-6665

Sick Call

NBHC Albany: (229) 639-7884/7886, Monday - Friday, walk-in 7:30 - 9 a.m.; by appointment 1 - 3 p.m.
NBHC Jacksonville: (904) 546-7094/7095/7107
NBHC Key West (Gold Team): (305) 293-4834/4850, Monday - Friday, 7:30 a.m. - 5 p.m.
NBHC Kings Bay: (912) 573-8801, Monday - Friday, walk-in 7 - 10 a.m.
NBHC Mayport: (904) 270-4220, Monday - Friday, walk-in 7:30 a.m. - 4 p.m.

Suitability Screening

Overseas and sea duty screenings are required for active duty with orders to an operational platform or isolated duty. Accompanying family members also require screenings. To best serve you, this process should begin as soon as you receive orders.

NBHC Albany: (229) 639-7884/7886
NBHC Jacksonville: (904) 546-7004/7053/7060
NBHC Key West: (305) 293-4842
NBHC Kings Bay: (912) 573-6021
NBHC Mayport: (904) 270-4401

Undersea Medicine

Supports active duty assigned to submarines stationed at NSB Kings Bay. Submarine Independent Duty Corpsmen serve as the Primary Care Manager.

Naval Submarine Support Center (NSSC) Kings Bay: (912) 573-2939

Wounded Warrior – Safe Harbor

The Navy's sole organization for coordinating the non-medical care of seriously wounded, ill and injured Sailors and Coast Guardsmen, and providing resources and assistance to their families. Serves hospital and branch health clinics.
<http://safeharbor.navylive.dodlive.mil>

Hospital Central Tower, 2nd Floor (Room 2110), (904) 542-9581





PHARMACY, LABORATORY & RADIOLOGY

Pharmacy

We fill about 106,800 prescriptions each month, and our primary interest is your health and safety. You have several options:

1) Naval Hospital Jacksonville Pharmacies

When using our hospital or branch health clinic pharmacies, you can receive up to a 90-day supply for most medications with no co-pay. To check our formulary (the list of medications we carry), ask a staff member or visit www.med.navy.mil/sites/naulhospitaljax.

Refills: (800) NAV-PHAR (628-7427) or www.TRICAREonline.com

Hospital:

- Outpatient Pharmacy (Hospital Central Tower, 1st Floor), (904) 542-7405
Monday - Friday, 7:30 a.m. - 6 p.m.; Saturday, 8 a.m. - 3:30 p.m.
- Satellite Pharmacy (Building 950 - NAS Jacksonville Exchange parking lot), (904) 542-2537
Pick up refills and new civilian provider prescriptions here.
 - Lobby: Monday - Friday, 8 a.m. - 5 p.m.; Closed Saturdays
 - Drive-thru windows (refill pick-up only): Monday - Friday, 8 a.m. - 5 p.m.; Saturday, 8 a.m. - 3 p.m.

NBHC Albany: (229) 639-7809/7841, Monday - Friday, 7:30 a.m. - noon and 1 - 4 p.m.

(1st and 3rd Wednesday of each month, 7:30 a.m. - noon)

NBHC Jacksonville (active duty only): (904) 546-7186, Monday - Friday, 7:30 a.m. - 12:30 p.m. and 1 - 4 p.m.

NBHC Key West: (305) 293-3915, Monday - Friday, 8 a.m. - 5 p.m.

NBHC Kings Bay: (912) 573-4234/4264, Monday - Thursday, 7 a.m. - 6 p.m.; Friday, 7 a.m. - 5 p.m.

(last Friday of the month, 7 - 11:30 a.m.)

NBHC Mayport: (904) 270-4205, Monday - Thursday, 7:30 a.m. - 6 p.m.; Friday, 7:30 a.m. - 4:30 p.m.;

Saturday 8 a.m. - noon. Drive-through: Monday - Friday, 7:30 a.m. - 4:30 p.m.

2) TRICARE Pharmacy Home Delivery

Would you like the convenience of medications delivered to your home? This option includes generics at no cost; a 90-day supply for most medications; refills by mail, phone or online; and an automatic refill option. Active duty have no co-pay, while other patients have a co-pay* of \$0 for generics, \$20 for brand-name formulary and \$49 for non-formulary—one-third the cost of retail pharmacies. Sign up at www.tricare.mil/homedelivery or contact Express Scripts at (877) 363-1303 (option 2) or www.express-scripts.com/TRICARE.

* Co-pays can change based on the annual defense budget.



3) TRICARE Retail Network Pharmacies

Pharmacies in the TRICARE retail network provide up to a 30-day supply, with co-pays* of \$10 for generics, \$24 for brand-name formulary and \$50 for non-formulary. Active duty have no co-pay. For more information contact Express Scripts at (877) 363-1303 or www.express-scripts.com/TRICARE. Visit the TRICARE pharmacy formulary search tool at http://pec.ha.osd.mil/formulary_search.php for covered medications.

* Co-pays can change based on the annual defense budget.

Laboratory

Conducts a wide variety of tests—approximately 3,991 each day. You don't need an appointment for most tests (exceptions include glucose tolerance testing and male fertility testing). You'll need to prepare for some tests (cholesterol and lipids require you to fast for 10 to 12 hours beforehand; and 24-hour urine collections need specimen containers). You'll get these instructions from your PCM or lab staff. We'll send results to your doctor.

Hospital (Central Tower, 1st Floor): (904) 542-7380, Monday - Friday, 7 a.m. - 7 p.m.; Saturday, 8 a.m. - noon

NBHC Albany: (229) 639-7838/7886

NBHC Jacksonville: (904) 546-7131/7104

NBHC Key West: (305) 293-2570/3946

NBHC Kings Bay: (912) 573-4265

NBHC Mayport: (904) 270-4302

Radiology

Provides a variety of inpatient and outpatient imaging services. After your test has been ordered, expect to receive a call from our scheduler within three to five business days to book your imaging study. Otherwise, you can call Radiology to schedule your appointment. Testing may occur the same-day, if availability allows. Once the test is complete, we'll forward results to your PCM.

Hospital Central Tower, 1st Floor, (904) 542-7363/7729

Breast Care Coordinator: (904) 542-7857

MRI/Fluoroscopy: (904) 542-9693 (Please ensure MRI questionnaire form is complete)

CT: (904) 542-7604

DEXA Scan: walk-in anytime. (No vitamins, calcium or hormone supplements can be taken within the past 24 hours)

Mammogram and Breast Ultrasound scheduling: (904) 542-9360

Nuclear Medicine: (904) 542-7940

Ultrasound: (904) 542-9474

NBHC Albany: (229) 639-7814/7863

NBHC Jacksonville: (904) 546-7112

NBHC Key West: (305) 293-3908/3909

NBHC Kings Bay: (912) 573-3812

NBHC Mayport: (904) 270-4223





EMERGENCY & URGENT CARE

The hospital is our only location with an Emergency Room—branch health clinics do not have ERs. For urgent care, call the Appointment Lines (see pp. 8-9) or 24/7 Nurse Advice Line at 800-TRICARE (800-874-2273). The Emergency Room can't give medical advice over the telephone.

The hospital's ER is open 24/7. Using the standard "triage" model, patients are seen based on the seriousness of their condition—not the order in which they arrived. Enrolled patients triaged with non-emergency care needs will be assisted in obtaining care from their PCM—and not seen in the ER.

An emergency is a medical, maternity or psychiatric condition that would lead someone with average knowledge to believe that a serious medical condition exists; that the absence of immediate medical attention would result in a threat to life, limb or sight; severe painful symptoms that require immediate attention to relieve suffering; or when a person is at immediate risk to themselves or others. Examples of emergencies include severe bleeding, chest pain, severe eye injury, broken bone, inability to breathe, spinal cord injury or no pulse. You do not need to call your PCM or TRICARE to get emergency care.

For urgent care—things like a minor cut, sprain, migraine, earache, rising fever or urinary tract infection, call your Medical Home Port team. TRICARE Prime members need to call the Appointment Lines, Nurse Advice Line or your PCM. Your PCM may see you that day or—if they're unable—refer you to a network care provider. After hours, the Nurse Advice Line will assist you. If you don't get this referral and you get care from someone other than your PCM, you will be billed under TRICARE's more costly Point of Service option.

ER at Hospital Central Tower, 1st Floor, (904) 542-7341
For all emergencies call 911

EXPECTING & NEW PARENTS

We welcome about three babies into the world every day at our Baby Friendly certified hospital. Labor & Delivery is offered at the hospital in our private, family-friendly suites, staffed by our expert physicians, midwives and nurses—who use a multi-disciplinary approach to provide the best care to moms and babies. If you are at a branch health clinic, please see your PCM for maternity care information and referral.



A close-up photograph of a woman with dark hair and a bright smile, holding a baby. The baby is looking directly at the camera with a curious expression. The woman is wearing a green top. The background is a soft, out-of-focus white.

We're dedicated to **Babies & Moms**

**Northeast Florida's 1st
hospital to receive prestigious
Baby Friendly designation
from World Health
Organization and
UNICEF**



- Free classes prepare moms, dads and families for birth, baby and beyond—from Prepared Childbirth to Infant Massage
- Private, home-like birthing suites—with daybed for dad or significant other
- Dedicated state-of-the-art O.R. suites for C-sections with Skin-to-Skin care
- Doulas and birthing coaches welcome
- Pain management options now include nitrous oxide
- Lactation consultants to help with breastfeeding—even after you take baby home
- Designated quiet times—Siesta for the Fiesta—so moms and babies have time to bond
- Amenities like flat-screen TVs, free Wi-Fi, state-of-the-art infant security system

FREE CLASSES

for patients at our hospital and branch health clinics



Deployment Transition
PREGNANCY

Childbirth
Hypnobirthing

Baby Boot Camp

Breastfeeding

Infant Massage

Ribbons & Roses - Breast cancer support

DIABETES COUNSELING

Nutrition Counseling

Wellness

Health Promotions

Fitness Assessment

Tobacco Cessation

Heart Health

My Plate

Operational Fueling

ShipShape



Baby Friendly Certified

Our hospital is the first on Florida's First Coast to earn the coveted international Baby Friendly certification from World Health Organization and United Nations Children's Fund. Certification was granted after a rigorous on-site survey, and is maintained by continuing to follow 10 steps crucial to supporting breastfeeding. Breast milk is called "uniquely superior" by the American Academy of Pediatrics, and offers significant health benefits to babies and moms. We're proud to support all moms and babies with a wide variety of programs, services and free classes (for expecting and new parents who plan to give birth at our hospital). Please call (904) 542-BABY (2229) for more information.

Breastfeeding is welcome at all of our facilities—and special "Milky Way" rooms are available at our hospital for breast pumping and for mothers who would like some quiet time while feeding their infants, with locations at Pediatrics (East Annex, 1st Floor, Room 1830) and 5th Floor (Central Tower, Room 5038B). A lactation nurse is available at (904) 542-9671 or cell: (904) 250-6374 (Hospital Central Tower, 8th Floor, Room 8026). A lactation nurse is available at NBHC Mayport, (904) 270-4289.

Birth Certificates & DEERS Update

Before leaving the hospital, you will complete a birth certificate application with Admissions. Admissions will electronically file it with the Bureau of Vital Statistics, Duval County Health Department, 900 University Blvd. North, Jacksonville, Fla. 32211 at (904) 253-1620. Admissions provides information and an order form for you to request an original (certified) certificate of live birth from Vital Statistics, Duval County Health Department. For more information contact Admissions at (904) 542-7811.

To update your personnel record and enroll your child in DEERS at Personnel Support Detachment, you must obtain an original, certified certificate of live birth from the Health Department. It is critical to register your newborn in DEERS immediately in order to establish TRICARE eligibility for essential early health care. Children not registered in DEERS within 365 days after birth or adoption will lose all TRICARE eligibility. For more information contact DEERS at (800) 533-9552.

Classes & Education

We encourage you to take advantage of our free classes: New OB, Prepared Childbirth, Hypnobirthing®, Breastfeeding, Infant Massage and Baby Boot Camp. Please call (904) 542-BABY (2229) to learn more. Expecting and new parents (of children under age 1) can also sign up for The Parent Review (free online newsletter) at www.med.navy.mil/sites/navalhospitaljax.

Labor & Delivery (L&D) and Maternal Infant Unit (MIU) (also see pp. 23-24)

We welcome about three babies to the world each day. We feature private, family-friendly suites and couplet care for mom and baby in our Baby Friendly-certified hospital.

Services include natural labor, nitrous oxide and the full range of medications. Visiting hours are 24/7, and dad or other significant person is welcome to stay the night with mom. For safety, you need an installed car seat before you leave the hospital.

L&D (904) 542-7705/7704, Hospital Central Tower, 6th Floor

MIU (904) 542-7709/7708, Hospital Central Tower, 8th Floor

Newborn Clinic

Care for you and your baby does not end after you leave the hospital. The Newborn Clinic sees your baby two to three days after you go home. During your visit, we assess feeding, weight gain, jaundice, circumcision healing, and answer any questions you may have as a new parent.

Hospital East Annex, 1st Floor, Pediatrics (904) 542-9716





INPATIENT CARE & SURGERY

Surgery is performed at our hospital by our highly-skilled general and specialty surgeons. The hospital's surgical staff provides a wide range of services, from minimally invasive procedures to comprehensive surgical care. Specialty areas include: orthopedics, obstetrics and gynecology, urology, ear/nose/throat, ophthalmology, gastroenterology, dermatology, oral and maxillofacial surgery, and general surgery. If you are at a branch health clinic, please see your PCM for information and referral for surgery.

Admissions

Items required for admission:

- Patient's full name, date of birth, address, gender, religion, marital status
- Patient's military or family member ID card
- Sponsor's name, rank, rate, social security number
- Name/telephone number of person to be notified in case of emergency
- Copy of Advance Directive (i.e., living will, durable power of attorney for health care) if applicable
- Patients with insurance (in addition to TRICARE) need to bring their health insurance card. Auto insurance information is also required when the patient was injured in a motor vehicle-related accident. Please note: collecting insurance information helps the Navy recover medical costs. All funds recovered from insurance companies are used to improve patient services.

Hospital Central Tower, 2nd Floor, Room 2005 (Admissions), (904) 542-7811. Open 24/7.

Advance Directives

We encourage you to get a "Five Wishes" living will document from Admissions, to help you identify your personal medical, emotional and spiritual needs or wishes in case of serious illness. Please bring a copy (signed and witnessed) with you when you're admitted to the hospital and take a copy to Outpatient Medical Records.

Hospital Central Tower, 2nd Floor, Room 2005 (Admissions), (904) 542-7811. Open 24/7.





The first physician, Hippocrates, began with the motto:
"First do no harm," a credo doctors still live by today.

How is this achieved when medicine—by its very nature—comes with risk?

For us, it means every day we relentlessly focus on ending preventable patient harm, seeking the best patient outcomes, and delivering quality care to our nation's heroes and their families.

Staff at all 6 of our facilities follow national safety and quality practices. We strive to engage each patient and family as a partner in their care. We use improvement tools like TeamSTEPPS®, Caring Communications, Lean Six Sigma and early-warning Patient Safety Reports.

Awards

- The Joint Commission's Gold Seal of Approval
- National Committee for Quality Assurance recognition for Medical Home Port teams
- World Health Organization and United Nations Children's Fund "Baby Friendly" certified
- Family Medicine Residency Program's continuous accreditation since 1971 by Accreditation Council for Graduate Medical Education
- Prevention Partners' Gold Star for tobacco-free programs
- 2014 & 2015 Outstanding Achievement in Scholarly Activity Award, Uniformed Services Academy of Family Physicians
- 2013 Excellence in Teaching Award, Uniformed Services University of the Health Sciences
- 2011 Clinical Site of the Year, Uniformed Services University of the Health Sciences
- Navy Surgeon General's Health Promotion and Wellness Blue H Award



TAKE CONTROL OF YOUR HEALTH: WHEN WEIGHT-LOSS SURGERY MIGHT BE THE NEXT STEP

Like many chronic conditions, severe obesity is debilitating, and can be hard to treat with diet and exercise alone.

Weight-loss surgery might be an option. It involves surgical changes to the digestive system. It's not a quick-fix. It requires permanent, life-long changes to diet and exercise to ensure success. It can result in significant long-term weight loss, better heart health, significant improvement in type 2 diabetes – many times with complete resolution of symptoms, and a reduction in mortality.

Having weight loss surgery is a serious medical decision. Talk to your primary care manager to see if it's the right choice for you.



Anesthesiology

Our staff of anesthesiologists and certified registered nurse anesthetists provides the full range of anesthesia services to surgical and laboring patients. We'll work with you and your surgeon to ensure that you receive the anesthesia care appropriate for you and your condition.

Hospital Central Tower, 4th Floor, (904) 542-7632

CSSR (Central Supply)

If directed by your doctor, pick up your supplies here when you're discharged.

Hospital Central Tower, 1st Floor, Room 1101A, (904) 542-7333 (Monday - Friday, 6:45 a.m. – 11:15 p.m.; Saturday, Sunday and holidays, 7 a.m. – 7 p.m.).

Discharge

If you want to check the status of any charges you incurred during your inpatient stay at our hospital, you can stop by Collections (Central Tower, 1st Floor, (904) 542-7684/9776). You'll receive a final statement in the mail from Centralized Receivables System (CRS – U.S. Treasury).

Active Duty patients:

- If discharged during normal working hours (7 a.m. – 4 p.m.), check out with Patient Administration (Central Tower, 2nd Floor) for endorsement of orders and disposition instructions.
- If discharged after normal working hours, check out with the Officer of the Day at the quarterdeck.

Endoscopy

This minimally invasive diagnostic and therapeutic medical procedure enables your provider to better evaluate your condition by looking inside your body with a camera. Services provided include upper endoscopy and colonoscopy.

Hospital Central Tower, 3rd Floor, (904) 542-7806

Intensive Care Unit (ICU)

In our state-of-the-art ICU, a highly-skilled multi-disciplinary team of providers care to critically ill patients requiring intensive or immediate monitoring. We encourage our patients and families to be active partners in fostering an environment of safety, quality and communication.

Hospital Central Tower, 3rd Floor, (904) 542-7640

Labor and Delivery (L&D)

Our team is honored to care for you and your family during this special time—in our family-centered suites at Florida First Coast's first Baby Friendly certified hospital (see pg. 19). Your labor experience is based on your individual needs and your family is always welcome. We specialize in pain management services, including natural labor (such as Hypnobirthing®), offer the full range of medications (such as epidurals), and we now offer nitrous oxide for labor pain management. Tours are available by calling us or by registering for a free class at (904) 542-BABY (2229).

Hospital Central Tower, 6th Floor, (904) 542-7705/7704





Maternal Infant Unit (MIU)

We're proud to care for babies and moms in our family-centered private suites at the first Baby Friendly certified hospital on Florida's First Coast (see pg. 19). We encourage moms to take advantage of this unique opportunity to embrace the new addition to the family. Dad or significant other is welcome to stay the night and visiting hours are 24/7.

We offer couplet care (mom and baby together), breastfeeding counseling from our lactation nurses, "Siesta for the Fiesta" (daily quiet time to support you in feeding your baby), newborn hearing screening, daily discharge classes, and a state-of-the-art infant security system.

Please call (904) 542-BABY (2229) to take advantage of our free classes. Expecting parents can sign up for free educational newsletters from The Parent Review (sign up at https://mobile.ubicare.com/signup_pages/464).

Hospital Central Tower, 8th Floor, (904) 542-7708/7709

Multi-Service Unit (MSU)

MSU is our general inpatient unit. Our team takes pride in caring for about 15 patients daily. We encourage you to discuss your health care plan with any member of your care team.

To ensure privacy of our patients, please check with the nursing station before entering a patient room. Visiting children must be healthy and supervised by an adult at all times. In some cases, we may recommend the very young or elderly not visit, so patients are not exposed to possible infection. The number of visitors may be restricted due to room size or patient condition. Patient privacy is very important to us, and we respect the patient's right to request limits.

Hospital Central Tower, 7th Floor, (904) 542-7180

Rapid Response Team

If you have any concerns about yourself or a family member who is an inpatient, discuss them with your nurse. If you or your family are still concerned, ask the nurse to activate the Rapid Response Team (RRT). RRT is a team of doctors, nurses and health care specialists who assess the situation and help patients whose condition might be quickly worsening.

Hospital, (904) 542-7878

Surgery

General Surgery:

- Sees patients by referral for comprehensive surgical care including: hernia repair; laparoscopic, breast, abdominal, endocrine, and bariatric surgery; and upper/lower endoscopy.

Hospital East Annex, 2nd Floor, (904) 542-7600



Same Day Surgery:

- If you are scheduled for surgery, but don't need to be admitted for an overnight stay, you'll check-in through Same Day Surgery, which provides care and support before and after surgery.

Hospital Central Tower, 4th Floor (check-in on 3rd Floor), (904) 542-7747

What To Bring and What Not To Bring

For a planned overnight stay at the hospital:

- We suggest you bring: personal care items (such as pajamas, robe, slippers, toothbrush, toothpaste, shaving cream). If you are unable to bring your own sleepwear, we'll supply it. You may bring electric hairdryers, electric razors and radios.
- Please don't bring over \$10 or valuables. Items will be inventoried and deposited in a safe. You withdraw your valuables at discharge. The hospital is not responsible for valuables not deposited with the valuables custodian.
- Please don't bring medicines (prescriptions or over-the-counter items such as vitamins). Your doctor will prescribe all medicines to be used while you are an inpatient. You should not take any other medicine—these can cause negative interactions.
- For patients on an extended stay, you can bring mobile phones, laptop computers and tablets to access the Wi-Fi connection. Patients are liable for all personal electronics.

OUTPATIENT CLINICS

Please also see "Active Duty & Reservists" section (pp. 11-13).

Allergy

Provides allergy, asthma and immunology services by referral. Check-in at Internal Medicine.

Hospital East Annex, 1st Floor (Internal Medicine), (904) 542-7791

Audiology

Sees patients by referral for hearing tests, hearing aids, tinnitus and dizziness/balance (active duty and retirees). Check-in at Ear, Nose & Throat (ENT) Clinic.

Hospital Central Tower, 5th Floor (ENT Clinic), (904) 542-7465

Breast Health Center

Brings health care experts from radiology, general surgery and primary care together to offer an integrated approach to early detection and treatment of breast cancer.

Hospital Central Tower, 1st Floor (Radiology), (904) 542-9296

Mammogram and Breast Ultrasound scheduling, (904) 542-9360

Breast Care Coordinator, (904) 542-7857/ Cell: (904) 508-9830



**Cardiology**

Sees patients by referral for heart conditions. Services include screenings, stress tests, echocardiograms and monitoring of blood pressure and arrhythmias. Please check-in at Internal Medicine.

Hospital East Annex, 1st Floor (Internal Medicine), (904) 542-7060/7608

Chiropractic—active duty only (see pg. 11)

Dental (see pg. 11)

Deployment Health Center (see pg. 11)

Dermatology

Sees patients by referral, for treatment of skin disorders.

Hospital East Annex, 1st Floor, (904) 542-7912

Diabetes Nurse Educator

Provides individual education, counseling, and case management for diabetes patients.

Hospital East Annex, 2nd Floor, Room 2501, (904) 542-7639

Ear, Nose and Throat (ENT)

Diagnoses and treats diseases of the ear, nose and throat (by referral). Services include surgery and audiology. Hearing aids provided for active duty and retirees.

Hospital Central Tower, 5th Floor, (904) 542-7465

Emergency Room (see pg. 16)

In an emergency, call 911 or go to the nearest emergency room. Aboard NAS Jacksonville, ambulance service is available 24/7.

Hospital Central Tower, 1st Floor, (904) 542-7341





Mental Health

We are dedicated to helping you break the cycle of destructive habits like overeating, smoking, and tobacco and alcohol abuse. Our mental health specialists can help you identify some of these habits, what triggers them, and provide options to keep both your body and mind healthy.



OUR FAMILY CARING FOR YOURS



- The Joint Commission Gold Seal of Approval
- National Committee for Quality Assurance recognition for all 14 Medical Home Port teams
- Award-winning Family Medicine Residency Program
- North Florida's first hospital certified "Baby Friendly" by World Health Organization and United Nations Children's Fund
- Experts in more than 30 specialty care areas—from orthopedics to undersea medicine
- Focused on comprehensive health care needs—urgent, preventive & routine
- Hospital's \$60 million renovation—includes state-of-the-art surgical suites, family-friendly labor & delivery suites
- On-site pharmacy, radiology & laboratory
- Integrated electronic health records system to connect our patients & providers globally



**We meet or exceed all
national standards of care**

Family Medicine



Adults and children can be assigned a PCM at Family Medicine, which provides services such as physical exams, wellness, disease management, women's health, low-risk obstetrical services, and procedures such as vasectomies. Your PCM coordinates all of your services—urgent, preventive and routine.

RelayHealth offers secure email to connect you to your PCM at no cost. This email system can be used for non-urgent issues—like requesting lab results or appointments. It can take one business day for your team to reply.



RelayHealth

Get secure email access to your health care team for non-urgent issues!

Sign up at: www.RelayHealth.com

Need technical help?
Call: (866) 735-2963

Behavioral Health professionals are available in Family Medicine at the hospital, NBHC Jacksonville, and NBHC Mayport for patients experiencing emotional, physical or other life problems that interfere with daily life and overall health.

For clinical advice, call the Nurse Advice Line 24/7 at 800-TRICARE (800-874-2273).

Our Family Medicine Medical Home Port teams:

Hospital (East Annex, 2nd Floor) – Green, Red, White and Yellow Teams: (904) 542-4677 (Monday - Thursday, 7:30 a.m. - 7 p.m., Friday 7:30 a.m. - 4:30 p.m.)

NBHC Albany – Olive Team: (229) 639-7884/7886 (Monday - Friday, 7:30 a.m. - 4 p.m.)

NBHC Jacksonville (active duty) - Silver Team: (904) 546-7107 (Monday - Friday, 7 a.m. - 4 p.m.)

NBHC Key West – Gold Team: (305) 293-4834/4850 (Monday - Friday, 7:30 a.m. - 5 p.m.)

NBHC Kings Bay – Black and Maroon Teams: (912) 573-8801 (Monday - Thursday, 7 a.m. - 6 p.m.; Friday, 7 a.m. - 5 p.m.; last Friday of the month, 7-1:30 a.m.)

NBHC Mayport – Gray Team (904) 270-4270; and Orange Team: (904) 270-4220 (Monday - Thursday, 7 a.m. - 6 p.m.; Friday, 7 a.m. - 4:30 p.m.; Saturday, 8 a.m. - noon)

Hours are subject to change. We continually monitor access to care for our patients. On federal holidays, all clinics are closed, but the Nurse Advice Line is available.

Find out more about Medical Home Port on pg. 40 or by checking our website at www.med.navy.mil/sites/naulhospitaljax—where you can meet our teams and PCMs.

Gastroenterology

Specializes in the prevention, diagnosis and treatment of gastrointestinal conditions and diseases (by referral). Services include endoscopies, colonoscopies, esophageal manometries and 24 hour pH testing. Check-in at Internal Medicine.

Hospital East Annex, 1st Floor (Internal Medicine), (904) 542-9473/7806

General Surgery (see Surgery pg. 24)





Health Promotions/Wellness Center

Our award-winning Health Promotions and Wellness Center offer individual and group classes centered on improving your health. Classes include tobacco cessation, weight management, health fitness and nutrition. Please stop by, call or make an appointment.

Hospital Building 867 (next to NAS Jacksonville Fitness Center): (904) 542-5292/5293

NBHC Albany: (229) 639-7964/9535

NBHC Jacksonville: (904) 546-7062

NBHC Key West: (305) 293-4857

NBHC Kings Bay (at NSB Kings Bay Fitness Center): (912) 573-4237

NBHC Mayport: (904) 270-5251

Immunizations

Provides adult and child immunizations. The hospital also provides school-entry immunization forms. Services vary across locations, please call to learn more.

Hospital East Annex, 1st Floor, (904) 542-7810 ext. 2. (Please allow 24 - 48 hours to pick up completed school forms)

NBHC Albany: (229) 639-7815/7886

NBHC Jacksonville: (904) 546-7050

NBHC Key West: (305) 293-3929

NBHC Kings Bay: (912) 573-8250

NBHC Mayport: (904) 270-4305

Internal Medicine



Adults can be assigned a PCM at Internal Medicine, which provides services such as physical exams, wellness, disease management, and women's health. Check-in for allergy, cardiology, coumadin, gastroenterology, lipids, and pulmonology is also at Internal Medicine. Your PCM coordinates all of your services—urgent, preventive and routine care.

RelayHealth offers secure email to connect you to your PCM at no cost. This email system can be used for non-urgent issues—like requesting lab results or appointments. It can take one business day for your team to reply.



For clinical advice call the Nurse Advice Line 24/7 at 800-TRICARE (800-874-2273).

Our Internal Medicine Medical Home Port team:

Hospital (East Annex, 1st Floor) – Blue Team: (904) 542-7276 (Monday - Thursday, 7:30 a.m. - 7 p.m.;
Friday, 7:30 a.m. - 4:30 p.m.)

Hours are subject to change. We continually monitor our performance on access to care standards. On federal holidays, all clinics are closed, but the Nurse Advice Line is available.

Find out more about Medical Home Port on pg. 40, or by checking our website at www.med.navy.mil/sites/navalhospitaljax—where you can meet our team and PCMs.

Mental Health (see pg. 12)

Families and retirees may call Value Options at (800) 700-8646 for care in the TRICARE network.



RelayHealth

Get secure email access to your health care team for non-urgent issues!

Sign up at: www.RelayHealth.com

Need technical help?
Call: (866) 735-2963

Neurology

Sees patients by referral for conditions of the brain and nervous system. Services include electromyogram, electroencephalography, and sleep and nerve conduction studies.

Hospital East Annex, 1st Floor (next to Immunizations), (904) 542-7373

Newborn Clinic (see pg. 19)

Nuclear Medicine

A medical specialty involving the application of radioactive substances in the research, diagnosis and treatment of various conditions (by referral).

Hospital Central Tower, 1st Floor (next to Radiology), (904) 542-7940/7044

Nutrition

Provides individual consultations and group classes, by referral, for weight management, prenatal and pediatric nutrition, cardiovascular issues and diabetes education. Active duty who are out-of-standards can self-refer.

Hospital Central Tower, 1st Floor, Room 1102 (near Security), (904) 542-9786





Obstetrics & Gynecology (OB/GYN)

Our OB/GYN clinics are committed to providing world-class care and offer a full range of women's health services. Services include prenatal care for complicated pregnancies, screening for gynecologic malignancies, contraceptive options and education, management of menstrual disorders and pelvic pain, and a wide variety of minimally invasive procedures. To take advantage of our prenatal and baby-care services call (904) 542-BABY (2229).

Hospital East Annex, 1st Floor, (904) 542-7419

NBHC Key West: (305) 293-4834/4850 (Family Medicine)

NBHC Mayport: (904) 270-4270

Other branch health clinic patients can talk to their Primary Care Manager for information on OB/GYN care.

Occupational Health

Offers services to military and civilian employees in support of Navy occupational safety and health.

Hospital Central Tower, 1st Floor, Room 1130, (904) 542-7297

NBHC Albany: (229) 639-5557

NBHC Jacksonville: (904) 546-7113

NBHC Key West: (305) 293-3904

NBHC Kings Bay: (912) 573-3638

NBHC Mayport: (904) 270-4347/4345/4346

Ophthalmology

Provides a full range of medical eye care and exams including diabetic, high risk medications, macular degeneration and medical glaucoma management. Offers a wide array of surgical procedures including cataract treatment, blepharoplasty, oculoplastic procedures, and pterygium treatment.

For active duty only, PRK/LASIK and ICL surgery is available. Eyeglass services (active duty and retirees) are available Wednesday and Friday, 1 – 3 p.m. Ophthalmology appointments are by referral.

Hospital East Annex, 2nd Floor, (904) 542-7680/7681 / Fax: (904) 542-7687

Optometry (see pg. 12)





Healing our Nation's Heroes

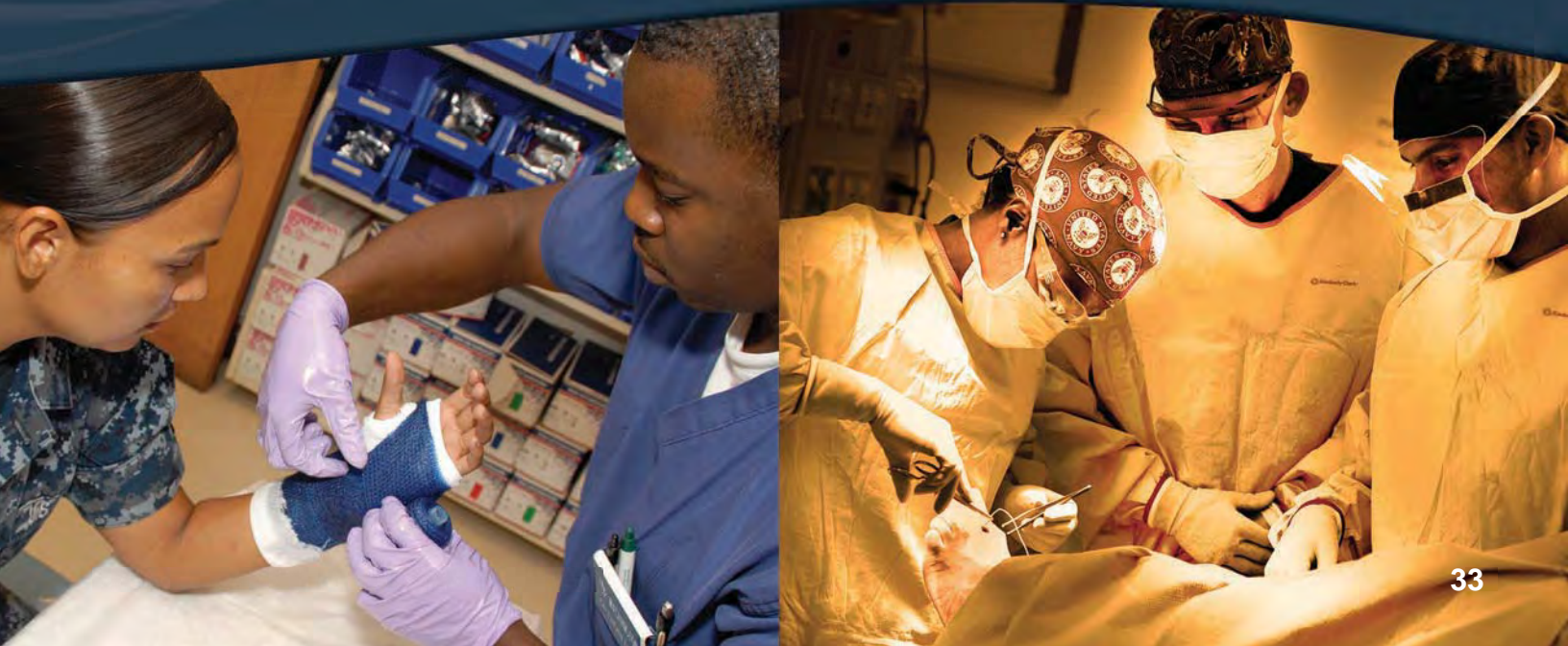
ORTHOPEDICS



Our specialists in orthopedics devote their careers to the prevention and treatment of injuries and disorders of bones, joints, ligaments, tendons, muscles and nerves.

We provide comprehensive care in all areas of orthopedics, including sports injuries, hand and foot procedures, traditional replacements, reconstructive surgeries, arthroscopies and minimally invasive surgeries.

We have fellowship trained staff in hip preservation, arthroplasty, sports medicine, foot and ankle reconstruction, pediatrics, and hand procedures.





Naval Hospital Jacksonville's Award-Winning Family Medicine Residency Program

2014 & 2015 Outstanding Achievement in Scholarly Activity Award

By Uniformed Services Academy of Family Physicians

2013 Excellence in Teaching Award

2011 Clinical Site of the Year

By Uniformed Services University of the Health Sciences (top-tier medical school)

Orthopedics

Our highly skilled team of board-certified (and often fellowship trained) medical professionals offers comprehensive care for musculoskeletal issues, from minimally invasive procedures to reconstructive surgery. This includes general orthopedics, sports medicine, joint replacement and fracture surgery, as well as diagnosis and treatment of injuries to the tendons and muscles of the hand, foot and ankle. This specialty clinic sees adults and children by referral.

Hospital Central Tower, 1st Floor (between ER and Laboratory), (904) 542-7365

Pediatrics



Children can be assigned a PCM at Pediatrics, which provides services such as physical exams, wellness, disease management and same-day appointments. The PCM coordinates all of your child's

services—urgent, preventive and routine.

For clinical advice call the Nurse Advice Line 24/7 at 800-TRICARE (800-874-2273).

RelayHealth offers secure email to connect you to your PCM at no cost. This email system can be used for non-urgent issues—like requesting lab results or appointments. It can take one business day for your team to reply.

The graphic for RelayHealth is a rectangular box with a light blue background. On the left side, there is a smaller image of a baby being kissed on the cheek. Text on the left side of the box includes "Medical Home Port", "Partnering with you on all your health care needs—urgent, preventive and routine", and "Email your team at www.RelayHealth.com". On the right side, the text reads "RelayHealth", "Get secure email access to your health care team for non-urgent issues!", "Sign up at: www.RelayHealth.com", and "Need technical help? Call: (866) 735-2963".

RelayHealth

Get secure email access to your health care team for non-urgent issues!

Sign up at: www.RelayHealth.com

Need technical help?
Call: (866) 735-2963

Our Pediatrics Medical Home Port teams:

Hospital (East Annex, 1st Floor) – Purple Team: (904) 542-7302

(Monday - Thursday, 7:30 a.m. - 7 p.m.; Friday 7:30 a.m. - 4:30 p.m.)

NBHC Mayport - Pink Team: (904) 270-4210

(Monday - Thursday, 7 a.m. – 6 p.m.; Friday, 7 a.m. – 4:30 p.m.; Saturday, 8 a.m. - noon)

Hours are subject to change. We continually monitor our performance on access to care standards. On federal holidays, all clinics are closed, but the Nurse Advice Line is available.

Find out more about Medical Home Port on pg. 40, at www.med.navy.mil/sites/NavalHospitalJax (where you can meet our teams and PCMs) or by talking to your child's team.





Physical Therapy (PT) & Occupational Therapy (OT)

These specialty clinics see patients by referral for musculoskeletal disorders and help our patients regain function and skills of daily living.

Hospital Central Tower, 1st Floor, (904) 542-7375 (PT and OT)

NBHC Kings Bay: (912) 573-4460 (PT)

NBHC Mayport: (904) 270-4265 (PT)

Podiatry

Provides diagnosis, treatment and prevention of disorders of the foot, ankle and lower extremity (by referral).

Hospital Central Tower, 1st Floor: (904) 542-7365 (check-in at Orthopedics)

NBHC Mayport: (904) 270-4238 (check-in at Primary Care/Family Medicine)

Primary Care Clinic (see pg. 13, Family Medicine pg. 29, Internal Medicine pg. 30 and Pediatrics pg. 35)

Pulmonology

Diagnosis and treatment of patients experiencing breathing, lung and sleep disorders (by referral). Check-in at Internal Medicine.

Hospital East Annex, 1st Floor (Internal Medicine), (904) 542-7481/7276

Same Day Surgery (see Surgery pg. 24)

Sleep Disorders Clinic

Sees active duty, by referral, for non-invasive evaluation of sleep disorders. Services include sleep studies to evaluate disorders such as sleep apnea and narcolepsy. Home studies are also available.

Hospital Central Tower, 5th Floor (Room 5045), (904) 542-9071

Sports Medicine

Our team provides treatment for injuries resulting from athletic activities and manages conditions that may be worsened by increased activity (by referral).

NBHC Mayport: (904) 270-4265 (at Physical Therapy)



Substance Abuse Rehabilitation Program (SARP)

Provides rehabilitation services for substance abuse disorders. Services include evaluation, education, treatment (outpatient, intensive outpatient, and low intensity residential), and continuing care. Available to active duty, retirees and family members age 18 and over.

Hospital (Building 2034): (904) 546-6302

NBHC Albany: (229) 639-7941/5252

NBHC Key West: (305) 293-3857/4855/4860

NBHC Kings Bay: (912) 573-4524

NBHC Mayport: (904) 270-4350

Urology

Sees patients by referral, and provides evaluation and treatment of adult urologic conditions. Surgical capabilities include vasectomies, circumcision, extracorporeal shock wave lithotripsy, endoscopic and open surgical procedures. Additionally, robotic surgeries (using da Vinci surgical system) are done by our surgeons at Orange Park Medical Center through a resource sharing agreement.

Hospital Central Tower, 1st Floor, (904) 542-7488

Wellness Center/Health Promotions (see Health Promotions pg. 30)

PROGRAMS, CLASSES & VOLUNTEERS

Baby Friendly (see pg. 19)

We're proud to be the first hospital on Florida's First Coast to earn the international Baby Friendly certification from the World Health Organization and United Nations Children's Fund. Please call (904) 542-BABY (2229) to register for free classes (for expecting and new parents who give birth at our hospital).

Breast Health Center (see pg. 25)

Burial At Sea

NBHC Mayport collaborates with fleet personnel to support this Navy program. Obtain the request form from Navy Personnel Command's website (under Support & Services, Casualty Assistance, Mortuary Services, Burial At Sea) or call (904) 270-4285.





Healing our Nation's Heroes

Email your PCM— Sign up at

It's Free, Secure & Easy to Sign Up!

www.RelayHealth.com



or

www.med.navy.mil/sites/NavalHospitalJax

click on **Medical
Home Port**

Request
non-urgent
appointments

Email
your
doctor

Virtual
appointments

Web-based
visits

Request
lab results

Free

Secure

Request
medication
renewals



Case Management

Coordinates care for patients with multiple, complex or catastrophic conditions. This includes deployment help and transition support for military personnel and their families.

Hospital:

Lead Case Manager (located in OB/GYN): (904) 542-9334
Catastrophic Active Duty and ER: (904) 542-7675
Exceptional Family Member: (904) 542-7348
Family Medicine (Medical Home Port teams): (904) 542-7947/9947
High-Risk Complicated: (904) 542-9711
Internal Medicine (Medical Home Port team): (904) 542-7539/7310
Mental Health: (904) 546-6304
Pediatrics (Medical Home Port team): (904) 542-7432/9567
Social Services/Discharge: (904) 542-7354
Wounded Warrior – Safe Harbor: (904) 542-9581
NBHC Albany: (229) 639-8663
NBHC Jacksonville: (904) 546-7069
NBHC Key West: (305) 293-4854/4838
NBHC Kings Bay: (912) 573-4209/4210
NBHC Mayport: (904) 270-4293/4294/4341

Chaplain

Pastoral Care nurtures the spiritual health of patients and staff. We provide inpatient visits, pastoral and grief counseling, religious resources, worship opportunities, educational programs (marriage enrichment, suicide prevention, Care for the Caregiver, etc.), referral information and crisis intervention. At the hospital, we offer the Chapel as a quiet, reflective space for meditation or prayer, 24/7.

Hospital Central Tower, 2nd Floor, (904) 542-7531. For emergencies call (904) 542-7300 and request the duty chaplain.

Branch health clinics can also access spiritual support from the base chaplain.

Decedent Affairs

Services include coordination of autopsies, preparation of death certificates and advice for family members of patients who are eligible for benefits.

Hospital Central Tower, 2nd Floor, Room 2006, (904) 542-7584

Diabetes Nurse Educator (see pg. 26)

Exceptional Family Member Program (EFMP)

Serves active duty families with special health and education needs.

Hospital East Annex, 1st Floor (Medical Records), (904) 542-7348
NBHC Albany: (229) 639-7886
NBHC Jacksonville: (904) 542-7348
NBHC Key West: (305) 293-4842
NBHC Kings Bay: (912) 573-6618
NBHC Mayport: (904) 270-4204/4386



Health Care Resolutions

Health Care Resolutions works with patients and providers. Confidential services (in a neutral setting) may be engaged at any time following an unexpected outcome or quality of care issue. Serves the hospital and branch health clinics (on-call 24/7).

Hospital Central Tower, 4th Floor, Room 4030, (904) 542-7009, Cell: (904) 508-5290

Health Promotions/Wellness Center (see pg. 30)

Hospital United Grief Support (HUGS)

HUGS is here to support families who experience a miscarriage, stillbirth or newborn death for up to a year after the loss. Call (904) 382-4261 or ask any staff member to connect you with a HUGS counselor.

Interpreters/Language Line

Contact the hospital's quarterdeck at (904) 542-7300. Quarterdeck staff will contact the Officer of the Day to access language services.

Medical Home Port



Every primary care clinic at Naval Hospital Jacksonville—its hospital and five branch health clinics—has earned Patient Centered Medical Home recognition from the National Committee for Quality Assurance (NCQA). NCQA's recognition programs are built on evidence-based, nationally recognized clinical standards of care. Patients with a primary care manager (PCM) at our hospital or a branch health clinic belong to a primary care team—as part of Medical Home Port. It places you at the center of a collaborative team of caregivers—from doctors to case managers. Led by your PCM, your team focuses on your comprehensive health care needs—urgent, preventive and routine.

Medical Home Port is about building the patient/provider relationship, enhancing communication, meeting your urgent care needs within the team, coordinating a full spectrum of services (including prevention and behavioral health), using evidence-based medicine, and enhancing your health through wellness activities and support for self-care.

RelayHealth, a secure web-based service, offers 24/7 email to connect you to your PCM at no cost. This email system can be used for non-urgent issues—like requesting lab results or appointments. It can take one business day for your team to reply. Sign up at www.med.navy.mil/sites/navalhospitaljax or www.RelayHealth.com. For technical help call (866) 735-2963.



Hospital –

Family Medicine – Green, Red, White and Yellow Teams: (904) 542-4677 (Monday – Thursday, 7:30 a.m. - 7 p.m.; Friday, 7:30 a.m. - 4:30 p.m.)
Internal Medicine - Blue Team: (904) 542-7276 (Monday – Thursday, 7:30 a.m. - 7 p.m.; Friday, 7:30 a.m. - 4:30 p.m.)
Pediatrics – Purple Team: (904) 542-7302 (Monday – Thursday, 7:30 a.m. - 7 p.m.; Friday, 7:30 a.m. - 4:30 p.m.)
NBHC Albany – Olive Team: (229) 639-7884/7886 (Monday – Friday, 7:30 a.m. - 4 p.m.)
NBHC Jacksonville – Silver Team: (904) 546-7107 (Monday – Friday, 7 a.m. - 4 p.m.)
NBHC Key West – Gold Team: (305) 293-4834/4850 (Monday – Friday, 7:30 a.m. - 5 p.m.)
NBHC Kings Bay – Black and Maroon Teams: (912) 573-8801 (Monday – Thursday, 7 a.m. - 6 p.m.; Friday, 7 a.m. - 5 p.m.; last Friday of the month, 7 - 11:30 a.m.)
NBHC Mayport –
Family Medicine – Gray Team (904) 270-4270 and Orange Team: (904) 270-4220 (Monday - Thursday, 7 a.m. - 6 p.m.; Friday, 7 a.m. - 4:30 p.m.; Saturday, 8 a.m. - noon)
Pediatrics – Pink Team: (904) 270-4210 (Monday – Thursday, 7 a.m. - 6 p.m.; Friday, 7 a.m. - 4:30 p.m.; Saturday, 8 a.m. - noon)

Hours are subject to change. We continually monitor our performance on access to care standards. On federal holidays, all clinics are closed, but the Nurse Advice Line is available.

Find out more about Medical Home Port
www.med.navy.mil/sites/NavalHospitalJax

Nutrition (see pg. 31)

Patient Administration

Hospital Central Tower, 2nd Floor, Room 2026, (904) 542-7568/9073

Patient & Customer Relations

We want to hear your suggestions about how we can improve, as well as your compliments about the care you received. You may visit Patient/Customer Relations; contact the department's Customer Relations representative; submit an ICE comment using a kiosk in our lobbies; submit an ICE comment online at www.med.navy.mil/sites/NavalHospitalJax; call the CO's Care Line at (904) 542-2273; or submit a comment sheet from one of the boxes located at our facilities. We are delighted to report that this past year our patient satisfaction scores were 92 and 94 percent in Navy Medicine and ICE surveys.

Hospital Central Tower, 1st Floor (near Galley), (904) 542-9175/9413 or email:
usn.jacksonville.navhospjaxfl.list.customer-service-staff@mail.mil



Patient & Customer Relations (Cont'd)

NBHC Albany: (229) 639-9535

NBHC Jacksonville: (904) 546-7069 (duty desk)

NBHC Key West: (305) 293-4857

NBHC Kings Bay: (912) 573-4458

NBHC Mayport: (904) 270-4282

Preventive Medicine/Environmental Health

Please contact us to report concerns about insect infestations or unsanitary conditions at on-base facilities.

Hospital (Building 2034): (904) 542-8397

NBHC Albany: (229) 639-7815/9839

NBHC Jacksonville: (904) 546-7025/7026/7024

NBHC Key West: (305) 293-3899/3925/4853

NBHC Kings Bay: (912) 573-4253

NBHC Mayport: (904) 270-4346

RelayHealth

A web-based service that offers 24/7 secure email to connect you to your PCM at no cost. This email system can be used for non-urgent issues—like requesting lab results or appointments.

It can take one business day for your team to reply. Sign up at www.med.navy.mil/sites/navalhospitaljax or www.RelayHealth.com.

For technical help call (866) 735-2963.



Medical Home Port
Partnering with you on all your health care needs—urgent, preventive and routine.
Visit your team at www.RelayHealth.com

RelayHealth

Get secure email access to your health care team for non-urgent issues!

Sign up at: www.RelayHealth.com

Need technical help?
Call: (866) 735-2963

Ribbons & Roses

Our breast cancer support group meets monthly (September through June) in General Surgery on the second Tuesday of the month at 7 p.m. This is an educational meeting and a chance to interact with other breast cancer survivors. Spouses are encouraged to participate.

Hospital East Annex, 2nd Floor (General Surgery), (904) 542-7857

Volunteers

Please call if you're interested in volunteering:

- American Red Cross: (904) 542-7525 (Hospital Central Tower, 2nd Floor) and NBHC Mayport (904) 270-4365. Coordinates and manages all volunteers.
- Pet Visitation Program "Canine Corps": (904) 542-7635. Dogs are screened for health, temperament and obedience. All dogs need Canine Good Citizen certification, and handlers check-in to the command via the Red Cross volunteer process (including security clearance) which can be six to eight weeks.

Wellness Center/Health Promotions (see pg. 30)



PATIENT ADVISORY COUNCIL

Please join us!

Work together with us to channel feedback to our hospital leadership about quality, patient-centered care.



Contact Patient Relations at (904) 542-9175 or e-mail usn.jacksonville.navhospjaxfl.list.customer-service-staff@mail.mil

Coming to military treatment facilities near you... the world's largest Electronic Health Record system



**WHETHER YOU GET CARE ON THE SEA, ABOVE THE SEA, OR UNDER THE SEA,
YOUR HEALTH HISTORY WILL BE AVAILABLE TO YOUR PROVIDERS**

WE'RE CHANGING THE WAY HEALTH CARE IS DELIVERED

**IT REPLACES OUR CURRENT SYSTEMS; IS STANDARDIZED ACROSS ALL
BRANCHES OF SERVICE – AND CAN ENGAGE WITH PRIVATE-SECTOR AND
VETERANS AFFAIRS PROVIDERS**





POLICIES & INFORMATION

Access To Care

The Nurse Advice Line is available 24/7 at 800-TRICARE (800-874-2273). Call 911 in an emergency.

To make an appointment, call our Appointment Lines.

Hospital: (904) 542-4677 or (800) 529-4677 (Monday - Friday, 7 a.m. - 4 p.m.)

NBHC Albany: (229) 639-7884/7886 (Monday - Friday, 7:30 a.m. - 4 p.m.)

NBHC Jacksonville (active duty only): (904) 546-7094/7095/7107 (Monday - Friday, 6:30 a.m. - 4 p.m.)

NBHC Key West: (305) 293-4834/4850 (Monday - Friday, 7:30 a.m. - 5 p.m.)

NBHC Kings Bay: (912) 573-6450 (Monday - Friday, 7 a.m. - 4 p.m.)

NBHC Mayport: (904) 270-3248 (Monday - Friday, 7 a.m. - 4 p.m.)

Patient priority is governed by Title 10 of U.S. Code: 1) active duty personnel; 2) TRICARE Prime members with a Primary Care Manager (PCM) at Naval Hospital Jacksonville who are active duty family members; 3) TRICARE Prime members with a PCM at NH Jacksonville who are retirees, their family members, or survivors of sponsors who died on active duty; 4) TRICARE Prime members with a civilian PCM; 5) active duty family members not enrolled in TRICARE Prime; and 6) all other beneficiaries.

Accreditation

Every primary care clinic at our hospital and five branch health clinics has recently earned Patient Centered Medical Home recognition from the National Committee for Quality Assurance (NCQA). NCQA's recognition programs are built on evidence-based, nationally recognized clinical standards of care.

We are fully accredited by The Joint Commission—the nation's premiere accrediting body for hospitals across the country. Please visit The Joint Commission website at www.qualitycheck.org for updated information on our accreditation and to see how we're performing, even in areas where we seek improvement. We believe you have the right to make informed decisions about your health care. If you have compliments or concerns, we encourage you to contact Patient Relations; the department manager of the clinic where you received care; or the Commanding Officer's Care Line at (904) 542-CARE (2273). If you feel your concerns about patient safety or quality of care remain unresolved, you may report them to The Joint Commission at One Renaissance Blvd., Oakbrook Terrace, IL, 60180, (800) 994-6610, or email complaint@jointcommission.org.





Stitch-in-Time

Home grown. Prevention focused. Life-saving.

Stitch-in-Time is a locally created online tool our clinicians use to help remind you of the preventive measures you need, based on your age, gender and medical conditions.

It can identify diabetic patients who haven't had a foot exam, women who need a pap, or people who need pneumovax vaccine. It's about flagging the preventive steps you need to stay out of the hospital and doing what you most like to do.

Ask your Medical Home Port primary care manager about Stitch-in-Time. It may very well flag a test that could save your life.





Base Access

For information on base access, call your sponsor or Security/Pass and ID.

Hospital

Visitors without base access who visit Monday - Friday, 7:30 a.m. - 3 p.m. must first complete a Military Access Control System (MACS) request through your sponsor with hospital security at (904) 542-7545. The pass can be picked up at Pass & ID (NAS Jacksonville Yorktown Gate, (904) 542-4529/4530, Monday - Friday, 7 a.m. - 3 p.m.). Bring a driver's license, proof of insurance, registration and a secondary official photo ID. All vehicle occupants need photo ID. If vehicle owner is not present, a signed letter from the owner authorizing vehicle usage is required. If your visit is expected after-hours, work with your sponsor or hospital staff to complete a MACS request at least 24 hours prior.

Labor & Delivery (L&D) or Maternal Infant Unit (MIU)

For the birth of a child, we can provide sponsors with multiple security forms based on delivery date to help ensure base access for your family and friends. Give your forms to L&D staff so your sponsor can be issued 30-day visitor passes.

Naval Branch Health Clinics

Visitors without base access should go to:

MCLB Albany Pass & ID: (229) 639-5100/5200 (Monday - Friday, 7:30 a.m. - 3 p.m.)

NAS Key West Pass & ID: (305) 293-2806 (Monday - Friday, 7 a.m. - 3:30 p.m.)

NSB Kings Bay Pass & ID: (912) 573-1180 (Monday - Friday, 7 a.m. - 3:30 p.m.)

NS Mayport Pass & ID: (904) 270-5585 (Monday - Friday, 6:30 a.m. - 2:30 p.m.)

Care Eligibility

For more information on care eligibility at our hospital, contact the Eligibility Officer.

Hospital Central Tower, 2nd Floor, Room 2006, (904) 542-7584 (Patient Administration)

Counsel's Office (JAG)

Provides very limited legal services for inpatients and staff as well as notary services. Branch health clinic patients should contact their nearest legal assistance office.

Hospital Central Tower, 2nd Floor, (904) 542-7816

DEERS

Contact DEERS Support Office at (800) 538-9552, or www.dmdc.osd.mil/milconnect, or see DEERS information at www.tricare.mil.



Emergency & Urgent Care (see pg. 16)

Fraud, Waste and Resource Abuse Hotline

An Inspector General investigator is located at the hospital. Concerns can be submitted in person, by voicemail or email. Hospital (Building 2004, 2nd Floor, Room 200), (904) 542-7727 or NHJaxHotline@med.navy.mil

Information and Release of Information

The hospital's quarterdeck, near our pharmacy, is staffed 24/7 and can provide general hospital information. Volunteers staff the information desk at the hospital's outpatient entrance. Branch health clinic quarterdecks are not staffed after-hours. Medical information is protected by federal law—the 1974 Privacy Act and the 1996 Health Insurance Portability and Accountability Act (HIPAA)—so staff can only provide general information (not patient-specific).

JAG (see Counsel's Office pg. 46)

Late Policy

Thank you for partnering with us and arriving on time for appointments, so we can also see our other patients on time. To reschedule or cancel, please call your Appointment Line or clinic well in advance. We ask you to call us 24 hours in advance, so we can give your time slot to another patient who needs care.

Medical Records (Also see New to Area, pg. 11)

Military medical records are, by law, the property of the U.S. government and must remain in our facilities at all times. You may request a copy of your medical record or have your record transferred by visiting us. Please allow two to three weeks for copies. If you are separating or retiring, please allow six to eight weeks. If you would like your spouse or other adult family member to be able pick up a copy of your medical records, you can provide us with written authorization.

Hospital (Outpatient Records): East Annex, 1st Floor, (904) 542-7425/Fax (904) 542-7281

Hospital (Inpatient Records): Central Tower, 2nd Floor, (904) 542-7362

NBHC Albany: (229) 639-7827/7886

NBHC Jacksonville: (904) 546-7108/7109

NBHC Key West: (305) 293-4833/3957

NBHC Kings Bay: (912) 573-4242

NBHC Mayport: (904) 270-4242

Medicare

Contact the Social Security Administration at www.socialsecurity.gov or call (800) 772-1213.





High Reliability

Being a high reliability organization is a mindset, not a program. Patient safety is at the core.

It's an everyday, all-hands effort to get it right for our patients. It's providing you—our nation's heroes and families—with the best care the nation can provide.



Minors

Children under 18 usually cannot be treated without parental consent. Parents can designate a third party to give consent—this is especially important for single, active duty parents. Please fill out an Authorization for Medical Care form at Outpatient Medical Records. Minor children who do not live with their military sponsor need to have an up-to-date military information card, no matter what their age, and need to ask their sponsor to keep their DEERS information current. Children age 10 and over need a military ID card (which can be obtained from PSD) for all treatment services given. We ask that adults (who have an appointment for themselves) not bring children with them who require supervision, as staff is unable to provide this. The base Child Development Center and School Age Care programs are resources.

Other Health Insurance

Please submit information on any non-TRICARE health insurance you have to Medical Records, the clinic check-in clerk, or Collections (Hospital Central Tower, 1st Floor, (904) 546-6210/6212). Federal law requires us to bill any other health insurance you have for your care. This will not result in any cost to you, and you will not be responsible for paying deductibles for care received here. All monies recovered are used to improve patient services.

Patient Safety

We're committed to your safety—and we participate in Partnership for Patients, TeamSTEPPS®, National Patient Safety Goals and other safety initiatives. We monitor potential risks with an early-warning patient safety reporting system. The single most important thing you can do is to be an active member of your health care team.

Speak Up

- Pay attention. If something doesn't seem right, alert your health care team.
- Ask questions any time you don't understand or want more information.

Know Your Medicines

- Know what medicines you take. Make sure your doctors know, too.
- If you take more than three medicines, you should keep a current medications list in your purse or wallet.

Know Your Test Results

- If you've had a test (like a Pap or blood test), don't assume "no news is good news." Call and ask.

Involve a Family Member or Friend

- If you'd like someone to be your advocate, ask a family member or friend. They can come with you when you get care, ask questions, and write down instructions.

Surgery

- Make sure that you, your doctor, the nurses and staff all agree on: your name and birth date, what procedure is being done, and where on your body the procedure is being performed.

Your Hospital Stay

- Ask everyone who comes into your room to sanitize or wash their hands, if you don't see them do it.
- Expect staff to introduce themselves. You can also check their identification badges.
- Make sure that staff confirm your identity—by asking you for your name and birth date and checking your wrist band—when they come into your room.
- Even if your doctor has given you permission to get out of bed, let staff know if you need help. A fall can undo what you and your health care team have worked hard to accomplish.
- Before you go home, ask your doctor or nurse to explain how to care for yourself at home.





Security

Security provides physical and investigative security as well as parking control.

Hospital Central Tower, 1st Floor, Room 1117 (by loading dock), (904) 542-7545

Smoking & Tobacco (also see Health Promotions/Wellness Center pg. 30)

We proudly offer smoke-free environments. In support of the health of all patients, there is no smoking anywhere at our facilities: parking lots, grounds, sidewalks, atriums or inside. Our Wellness Center and Health Promotions stand ready to assist you with quitting—please call us!

TRICARE

TRICARE is the health benefits program for uniformed service members, retirees and families worldwide. Active duty receive TRICARE Prime benefits, while family members can choose from TRICARE Prime, Extra and Standard. Additional options include TRICARE For Life (for retirees) and TRICARE Young Adult (for unmarried adult children, ages 21 to 25, of eligible sponsors). More information on your choices is available at www.tricare.mil; (800) 444-5445; or by seeing a TRICARE Health Benefits Advisor. Eligibility is dependent on your eligibility for health care in DEERS.

TRICARE Active Duty Family Member Dental Plan (Met Life): (855) 638-8371 or www.metlife.com/tricare.

TRICARE Claims Assistance: (800) 403-3950 or www.tricare.mil/claims

TRICARE Express Scripts (pharmacy): (877) 363-1303 or www.express-scripts.com/TRICARE

TRICARE Extra/TRICARE Standard

A more costly choice that allows you to seek care from any TRICARE-authorized civilian provider.

TRICARE for Life

Premium-free, and requires that you are eligible for Medicare Part A and enrolled in Medicare Part B. Information at (866) 773-0404 or the TRICARE Health Benefits Advisors (HBAs).

TRICARE Health Benefits Advisors (HBAs)

HBAs provide information on transferring your TRICARE enrollment to this region, Primary Care Manager assignments, benefits and claims, and obtaining care.



TRICARE Health Benefits Advisors (HBAs) (Cont'd)

Hospital (and NBHC Jacksonville): Central Tower, 1st Floor, (904) 542-9165

NBHC Albany: (229) 639-5544

NBHC Key West: (305) 293-4543/4869

NBHC Kings Bay: (912) 573-4228

NBHC Mayport: (904) 270-4255

TRICARE Online

Secure access to online appointing and prescription renewals at military treatment facilities at www.tricareonline.com.

TRICARE Pharmacy Home Delivery (see pg. 14)

TRICARE Prime

Offers the most comprehensive benefits at the lowest cost to you and includes priority access at military treatment facilities or a civilian contracted doctor. You must enroll to use this option. Active duty must enroll in TRICARE Prime.

TRICARE Referral Desk

Located in the hospital's TRICARE office, patients can use the TRICARE Referral Desk to book in-house referrals. Please select "referral scheduling" at the ticket kiosk.

Hospital Central Tower, 1st Floor, (904) 542-4677, option 6

TRICARE Retiree Dental Plan (Delta Dental of California): Information at www.trdp.org or (888) 838-8737.

TRICARE Value Options (mental health): (800) 700-8646

TRICARE Young Adult

For unmarried adult children (ages 21 – 25) of eligible sponsors. (800) 444-5445

Veterans Affairs

For information on veterans' health benefits, go to www.va.gov/health, call (877) 222-8387 or contact your local Fleet and Family Support Center.



**2-3 Babies
DELIVERED**

1,850 MEDICAL VISITS
3,026 Prescriptions



15 Surgeries

173 DENTAL VISITS

11 ADMISSIONS
3,991 Lab Tests

Each and every day at Naval Hospital Jacksonville—our hospital and five branch health clinics—our team of 2,500 military and civilian staff do whatever it takes to heal our nation's heroes and their families.





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www.med.navy.mil/sites/navalhospitaljax

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 **RelayHealth**...*YOUR PATIENT PORTAL*

- ✓ email your Medical Home Port Team
- ✓ request non-urgent appointments
- ✓ get lab results
- ✓ renew medications
- ✓ access a health library
- ✓ get health e-news



When you sign up for RelayHealth, you must add your provider before you can actually communicate with your Medical Home Port Team. We look forward to connecting with you!

Your comments help us continuously improve.

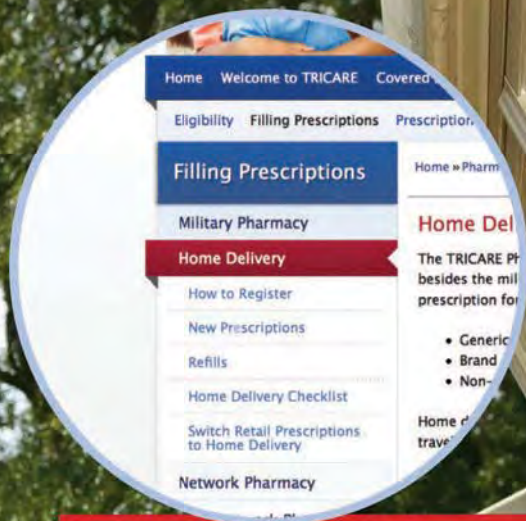


**Provide us
feedback**

- Visit our lobby “ICE” kiosks
- Go online at www.med.navy.mil/sites/navalhospitaljax
- Stop by or call Patient & Customer Relations
- Call Commanding Officer’s Care Line at (904) 542-CARE (2272)



WOULD YOU LIKE MEDICATIONS DELIVERED TO YOUR HOME?



Sign up for free
www.tricare.mil/homedelivery
Express Scripts (877) 363-1303

\$0 co-pays / 90-day supplies

Active duty have \$0 co-pays;
Other patients have \$0 co-pays on generics,
and 1/3 the cost of TRICARE retail pharmacies
for brand-name formulary and non-formulary



HOSPITAL

CENTRAL TOWER SECOND FLOOR



RESTROOMS



ELEVATORS



CHECK IN



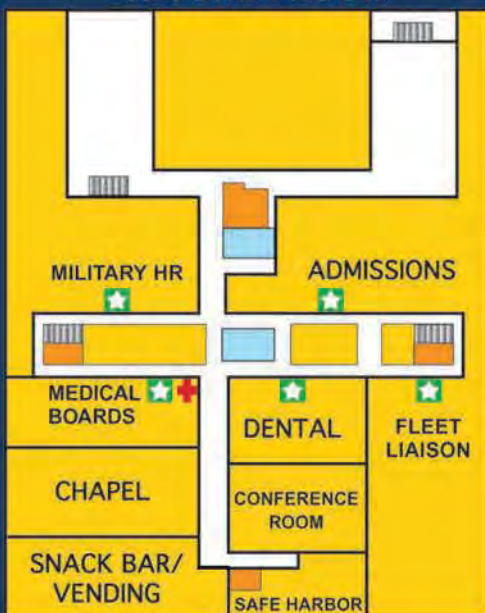
RED CROSS



INFORMATION



MEDICAL HOME PORT
TEAM



CENTRAL TOWER FIRST FLOOR

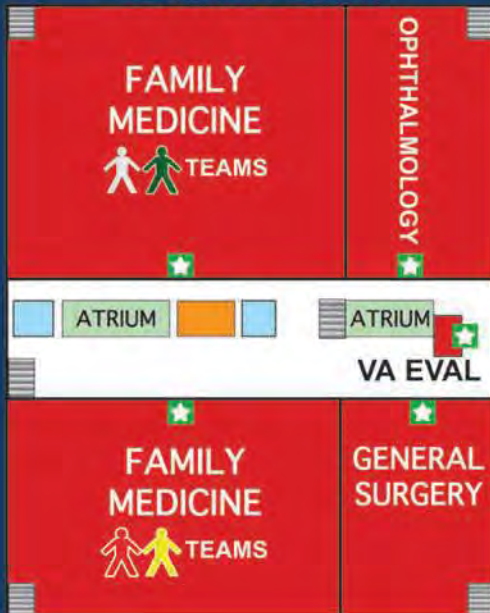
CHILD STREET

CHILD STREET
ENTRANCE

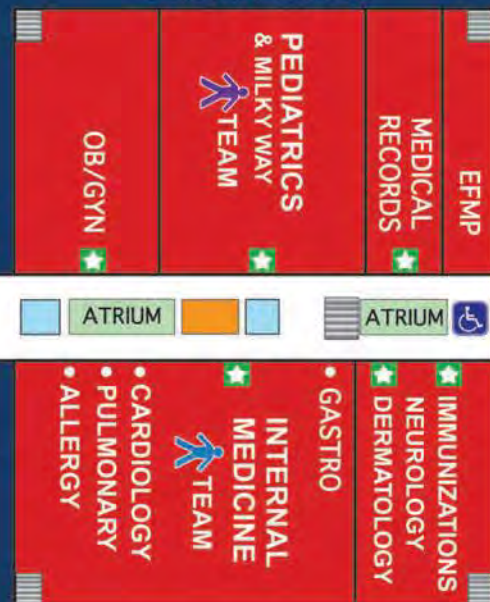
STAFF
ENTRANCE



EAST ANNEX SECOND FLOOR



EAST ANNEX FIRST FLOOR



OUTPATIENT
ENTRANCE

MUSTIN ROAD

CT = Central Tower
EA = East Annex

HOSPITAL LOCATIONS

- Admissions (CT, 2nd Floor): (904) 542-7811
- Allergy (EA, 1st Floor; Internal Medicine): (904) 542-7791
- American Red Cross (CT, 2nd Floor): (904) 542-7525
- Anesthesia (CT, 4th Floor): (904) 542-7632
- Audiology (CT, 5th Floor; Ear, Nose & Throat Clinic): (904) 542-7465
- Breast Health Center (CT, 1st Floor, Radiology): (904) 542-7857 / Cell: (904) 508-9830
- Cardiology (EA, 1st Floor, Internal Medicine): (904) 542-7481/7608
- Case Management (located at each Medical Home Port team; Lead: (904) 542-9334
- Chapel (CT, 2nd Floor): (904) 542-7531
- Chiropractic (CT, 1st Floor, Physical/Occupational Therapy): (904) 542-7375
- Coffee Shop (EA 1st Floor)
- Collections (CT, 1st Floor): (904) 542-7684/9776
- CSSR/Central Supply (CT, 1st Floor): (904) 542-7333
- CT Scan (CT, 1st Floor): (904) 542-7604
- Decedent Affairs (CT, 2nd Floor): (904) 542-7584
- Dental (CT, 2nd Floor): (904) 542-7540
- Deployment Health Center (NBHC Jacksonville): (904) 546-7099/7110
- Dermatology (EA, 1st Floor): (904) 542-7912
- Ear, Nose & Throat (CT, 5th Floor): (904) 542-7465
- Emergency Room (CT, 1st Floor): (904) 542-7341
- Endoscopy (CT, 3rd Floor): (904) 542-7806
- Exceptional Family Member Program (EA, 1st Floor, Medical Records): (904) 542-7348
- Family Medicine (EA, 2nd Floor): Green, Red, White and Yellow Teams: (904) 542-4677
- Galley (CT 1st Floor)
- Gastroenterology (EA, 1st Floor, Internal Medicine): (904) 542-9473/7806
- General Surgery (EA, 2nd Floor): (904) 542-7600
- Health Care Resolutions (CT, 4th Floor): (904) 542-7009, Cell: (904) 508-5290
- Immunizations (EA, 1st Floor): (904) 542-7810 ext. 2
- Intensive Care Unit (CT, 3rd Floor): (904) 542-7640
- Internal Medicine (EA, 1st Floor): Blue Team: (904) 542-7276
- Labor & Delivery (CT, 6th Floor): (904) 542-7705/7704
- Laboratory (CT, 1st Floor): (904) 542-7380
- Lactation Nurse (CT, 8th Floor, Room 8026): (904) 542-9671/ Cell: (904) 250-6374
- Maternal Infant Unit (CT, 8th Floor): (904) 542-7709/7708
- Medical Records (EA, 1st Floor): (904) 542-7425
- Mental Health (2034 Tatum Ave.): (904) 546-6351/6352
- Milky Way/Breastpumping (Pediatrics, EA, 1st Floor and CT, 5th Floor): (904) 542-9671
- MRI (CT, 1st Floor, Radiology): (904) 542-9693
- Multi-Service Unit (CT, 7th Floor): (904) 542-7180
- Neurology (EA, 1st Floor): (904) 542-7373
- NEX Gift Store (CT, 1st Floor): (904) 542-7821
- NEX Snack Bar (CT, 2nd Floor)
- Nuclear Medicine (CT, 1st Floor): (904) 542-7940/7044
- Nutrition (CT, 1st Floor near Security): (904) 542-9786
- Obstetrics & Gynecology (EA, 1st Floor): (904) 542-7419
- Occupational Health (CT, 1st Floor): (904) 542-7297
- Ophthalmology (EA, 2nd Floor): (904) 542-7680/7681
- Optometry (NBHC Jacksonville): (904) 546-7129
- Orthopedics (CT, 1st Floor): (904) 542-7365
- Patient Relations (CT, 1st Floor): (904) 542-9175/9413
- Pediatrics (EA, 1st Floor): Purple Team: (904) 542-7302
- Pharmacy (CT, 1st Floor): (904) 542-7405
- Physical Therapy & Occupational Therapy (CT, 1st Floor): (904) 542-7375
- Podiatry (CT, 1st Floor, Orthopedics): (904) 542-7365
- Pulmonology (EA, 1st Floor, Internal Medicine): (904) 542-7481/7041
- Radiology (CT, 1st Floor): (904) 542-7363/7729
- Same Day Surgery (CT, 4th Floor; 3rd Floor check-in): (904) 542-7747
- SARP (2034 Tatum Ave.): (904) 546-6302
- Security (CT, 1st Floor): (904) 542-7545
- Sleep Lab (CT, 5th Floor): (904) 542-9071
- TRICARE Health Benefits Advisors (CT, 1st Floor): (904) 542-9164/9165
- Urology (CT, 1st Floor): (904) 542-7488
- Vending (CT 1st Floor atrium)
- Wellness Center (Bldg. 867 next to NAS Jax Fitness Center): (904) 542-5292/5293
- Wounded Warrior – Safe Harbor (CT, 2nd Floor, Room 2110): (904) 542-9581





www.med.navy.mil/sites/NavalHospitalJax



75 years of Healing our Nation's Heroes (1941-2016)

